



A Safety Team Here to Serve You



VENICE BEACH Business Improvement District Due October 19, 2017

Presented to: The Board of Directors

Presented by: Tad Garabedian, Government Specialist

Allied Universal Security Services | 3000 S. Robertson, Ste. 150, Los Angeles, CA 90034
| Phone: 213-800-2996





October 19, 2017

Attn: Board of Directors
Venice Beach Business Improvement District
8 Horizon Avenue
Venice, CA 90291

3000 S. Robertson, Ste. 150
Los Angeles, CA 90034
Phone: 213-800-2996
CA PPO 14417

Dear Board and Members of the Selection Committee:

On behalf of the employees of Allied Universal Security Services, it is our pleasure to participate in the Venice Beach Business Improvement District (BID)'s Request for Proposal to provide Safety Services to the District. We place great value on our history of providing safety services to BIDs both here in the immediate Los Angeles area as well as nationwide. As the Nation's largest provider of safety and security services, we have gleaned and refined a wealth of detailed knowledge and hands-on experience with respect to BID safety services. We also have the most robust resources in the industry to support our efforts through not only today but into the future.

To be perfectly clear, **WE PROVIDE SAFETY SERVICE. If you are looking for the best safety team, look no further.** Companies that profess to provide both types of service (Safe and Clean) simply cannot provide the "BEST" of either. We handle two of the largest BIDs in Southern California (Downtown Center BID and Fashion District), and in both, they have chosen us for the safety side, and an excellent group to handle the clean side. This has proven to be an excellent working partnership as we are both the best at what we do.

We are pleased to provide a comprehensive plan in reference to this RFP. Our proposal demonstrates why Allied Universal has the capacity, internal capabilities, management experience, and knowledgeable field personnel to become your vendor of choice for safety services.

Allied Universal is one of the Nation's premier safety team providers for Business Improvement Districts

- We provide unparalleled service, systems and solutions to serve, secure and care for the people and businesses of our communities. The blending of highly-skilled people and leading technology creates unlimited potential for customized solutions designed to help you meet your goals. Allied Universal is a true partner who is there for you each and every day.
- Allied Universal provides reliable protection, customized programs, and unparalleled customer service across the country.
- We have a large local support team which includes a management team for our Los Angeles operations providing the seamless 24/7/365 service you expect of us as your vendor.
- Our local staff is involved in managing: Recruiting, Administrative support, Equipment and Uniform logistics, Employee Relations, Human Resources, Quality Assurance, Training, and Operations support to our nearly 12,000 locally employed security personnel working in the greater Los Angeles area.
- We work hand in hand with most of the larger homeless advocate groups, including a strong working relationship with PATH here in Los Angeles. To date, we have helped thousands throughout the nation find their way back home.

Customized Service for the Venice Beach BID

Providing safety service for the Venice Beach BID entails unique challenges and a clear understanding of the diverse aspects of the local community. Recruiting, training, and communication must be focused not only on keeping the community safe, but also on compassion, understanding, and sensitivity to the wide range of people that co-exist here. The program should be tailor to help all who reside, visit, or live within the area.

One aspect of the customized service Allied Universal offers is a seasoned recruiting staff to seek personnel that specifically meet the qualifications and expectations of unique clients such as the Venice Beach BID. The local recruiter and our assigned project manager will be very capable of gauging the caliber of individuals that are needed for the Venice Beach BID. Individuals selected to work in Venice will need excellent customer service skills and have a calm demeanor. Once the individuals are recruited, Allied Universal is committed to their initial training development, growth, and well-being. We also reward dedication and commitment to service excellence on an ongoing basis. The main focus of our Human Capital Management program is selecting, developing, and retaining the best employees. Our goal is to be the employer of choice for the industry, and to provide an unmatched formula for service excellence and customer satisfaction.

The Allied Universal training program, also referred to internally as EDGE, is an ongoing comprehensive approach to training. EDGE was developed as a result of our strong belief that everything we do should be rooted in excellent customer service thru training and development. To promote a culture of learning; we go far beyond the initial new employee training. The Allied Universal EDGE involves refresher and leadership training, compliance tracking, reporting, mentoring, and much more. As a result of the Allied Universal EDGE, our safety team personnel are better trained and prepared.

Local Presence and References

As a national provider of safety team services, we feel that our local management team is another major factor in differentiating ourselves from our competitors in the Los Angeles and Southern California business community. Allied Universal is involved in numerous organizations that affect our clients in Los Angeles and we take a leadership role in many of these, including Central Cities Association (CCA), Valley Industry and Commerce Association (VICA), Building Owners and Management Association (BOMA), International Facilities Management Association (IFMA), Los Angeles Community Police Advisory Board (CPAB), Law Enforcement and Private Security (LEAPS), Crime Stoppers, the Chamber of Commerce, and various Los Angeles Police Department (LAPD) booster support groups. Established working relationships with the Pacific Division of LAPD will be critical for effective communication and response.



We are pleased to provide local references that will attest to our superior safety team services and management support in Los Angeles and Southern California. Allied Universal is proud to provide comprehensive safety and security services to prominent Los Angeles organizations including CBS Studios, Los Angeles County Museum of Art, and the Los Angeles County Sheriff's Department. Additionally, Allied Universal is honored to provide the safety teams to local Los Angeles BID customers such as **DCBID, Fashion District and Hollywood Media BID**, to name a few.

National Business Improvement District Experience

A sampling of Business Improvement Districts in other regions to which Allied Universal currently provides similar safety team services include: **Downtown Denver Partnership** in Denver, **Hugh L. Carey Battery Park**, the **Downtown Brooklyn Partnership**, and **Fulton Mall BID** in New York City; the **Camden County Business District** in New Jersey; the **Downtown Raleigh Alliance** in North Carolina; **University City District** in Philadelphia; **Stamford Downtown Special Services District** in Connecticut; **Riverfront** and **Wilmington BID**, Delaware; the **Riverfront Development Corporation of Delaware**; and the **Aramingo** and **Kensington BIDS** in Philadelphia.

From hands-on, local experience, the Company understands the integral role safety and security ambassadors play in improving the quality of life for workers, residents, and visitors, while providing a clean, safe and inviting environment for the Venice Beach BID pre-eminent live/work/visit community. Your goals are our goals.

We Are Committed to the Venice Beach BID

Allied Universal brings tremendous experience and commitment in its partnership to help the Venice Beach BID achieve the results needed and that are expected by an organization with this level of high visibility and prestige. This is accomplished one day at a time by our talented group of personnel adding value to every post they proudly protect. We are pleased to provide national support with quick local response to our clients. The current key personnel assigned to the Venice Beach BID from Allied Universal have risen through our ranks and provide a professional, dedicated support to the on-site personnel proudly assigned to represent the District. We have a good mix of experience in our support teams from the military, contract security and professional businesses to ensure that our back-office support management provides our Venice Beach team members the foundation and tools needed to provide top-quality safety team services.

Shared Best Practices at Initial Start-Up

Allied Universal will commit substantial resources and shared best practices throughout the term of the contract, but most importantly during the initial start-up phase. Resources will be brought in from San Diego, New York, and Los Angeles for the first several months, to oversee, train, and ensure the Venice Beach program runs as effectively as possible.

Allied Universal and the Venice Beach BID – A True Partnership

We would make it our upmost priority to have The Venice Beach BID become a great partner to Allied Universal. A partnership that would provide great services and resources for our on-site employees as well as for the local Venice Beach community which we will serve.

Allied Universal would provide a laundry-list of value added services to enhance our partnership with the Venice Beach BID. Some of the highlights from our proposal include: table top exercises, seminars on such topics as workplace violence and active shooters, evacuation drills, and quality assurance inspections.

We are one of the few companies that can offer the Venice Beach BID local, regional, and national experience and expertise, references and resources. As a member of the **International Downtown Association**, the Company remains current with developments in your industry and practices that other communities are finding successful.



If given the opportunity to serve your District, our mission would be to make the Venice Beach BID a “Raving Fan” of Allied Universal. We believe we can accomplish this goal and you have our personal guarantee that our “Raving Fan” quest will always remain unchanged.

Thank you again for this opportunity to demonstrate our capabilities to be the chosen partner of the Venice Beach BID and for the opportunity to be “there for you each and every day”.

If you have any questions or wish to schedule a follow-up presentation, please contact me at 213-800-2996 or tad.garabedian@aus.com. Speaking for the Company, we look forward to working with the Venice Beach BID to ensure the District remains a pre-eminent live/work/visit community.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Tad Garabedian'.

Tad Garabedian
Government Specialist

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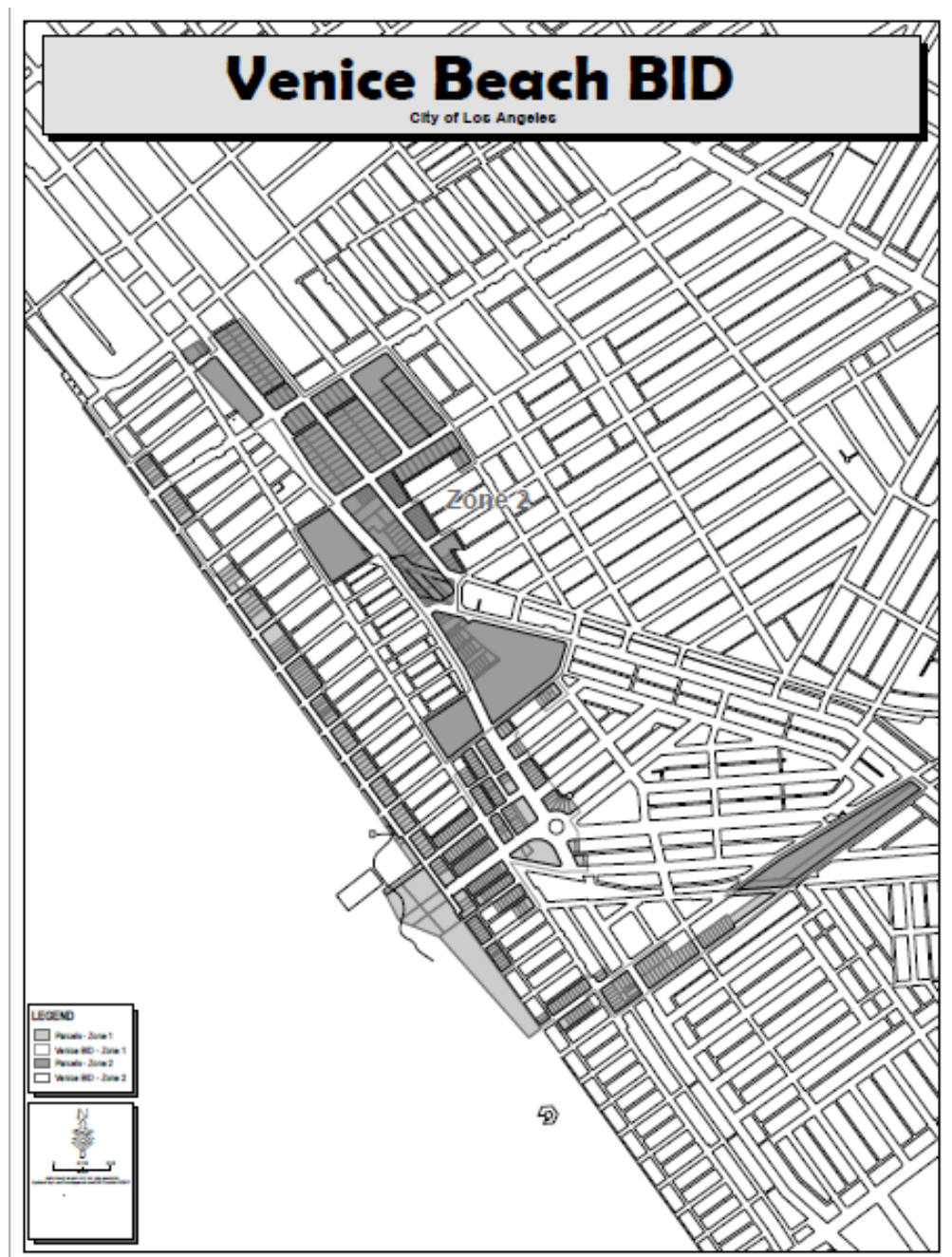
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2. Letter of Transmittal

Venice Beach Business Improvement District

The **Venice Beach** (BID) has been formed to make the community a clean, safe and friendly place to work, shop, visit, do business and live.



Allied Universal, is the pre-eminent provider of the most qualified, best trained safety and security ambassadors to business improvement districts nationwide. Since its founding in 1957, Allied Universal has grown to service more than 3,700 clients with more than 150,000 safety and security professionals operating from 150 district offices. Allied Universal is the largest provider of security and safety team services in Los Angeles.

- Was recently awarded the contract by the County of Los Angeles to work in concert with the Los Angeles County Sheriff in providing safety and security services for the County owned facilities throughout the northern half of the County. This contract covers over 80 sites, including County USC Medical Center, provides nearly 24,000 hours per week in service, and provides employment for over 600 security and safety professionals. This is a testament to the relationships and trust developed over years between Allied Universal and local government leaders.
- Provides service to over 90% of the California's commercial real estate properties which utilize contract security and safety services. Through developed and long standing relationships with LAPD, LAFD, and Homeland Security, Allied Universal has developed emergency action plans, business continuity plans, conducts terrorism awareness programs as well as natural disaster plans for the majority of the commercial real estate stakeholders. This is a key benefit that no other safety team provider can afford the Venice Beach BID.
- Has serviced the premier cultural institutions in Los Angeles including LACMA and MOCA. These organizations recognized the importance of providing their clientele a comfortable and safe visiting experience, and chose Allied Universal for our ambassador focused safety and security programs. The ability to selectively recruit and train candidates for these specialized positions is the key differentiator and reason why Allied Universal should be the provider of choice for the Venice Beach BID.

As a member in good standing of the nationally based **International Downtown Association** as well as the Central Cities Association locally the Company currently provides the same and/or similar services to those the District is seeking at many other client sites.



Allied Universal is one of the few safety team services companies who can provide twenty four (24) full-time safety team personnel while meeting the various needs of the District to include:

- Availability **24 hours** a day, **7 days** a week, **365 days** a year
- Provision of **twenty four (24)** full-time security team personnel including a dedicated project manager
- Ability to accommodate fluctuation of increased/decreased staffing levels upon short notice or immediate emergency need.
- Offering competitive benefits including healthcare, dental, and vision
- In-place, long standing relationships with the LAPD, LAFD, and the Los Angeles County Sheriff through various contracts Allied Universal holds throughout Los Angeles

The combination of Allied Universal's Expertise, Resources, and Stability will...



The Allied Universal safety team would provide a safe environment and visible presence to the District, helping to protect and enhance its expanding brand. By enhancing public safety, Allied Universal will create real value for the District by ensuring a clean and safe place for visitors, shoppers, businesses and stakeholders alike.

Improvement districts of all sizes benefit from Allied Universal's experience, which includes:

- Bike, vehicle, personal transporter (Segway, T-3), and foot patrol
- Communication assistance
- Response to calls for assistance
- Escorts to cars/transportation
- Security checks
- Special event coverage
- Incident reporting
- Traffic control
- Enforcement of regulations – city code and park policy



Allied Universal Public Safety Officers patrolling

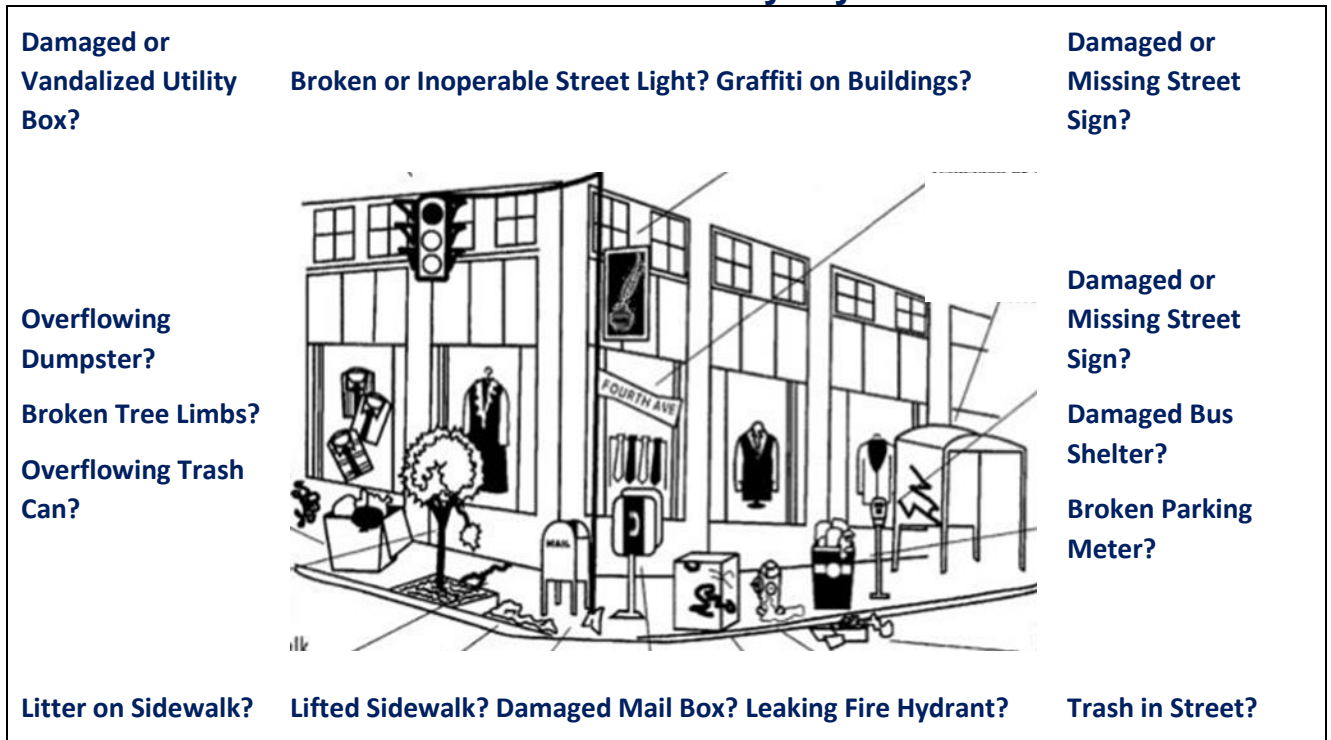
Specialized BID Training

Improvement districts nationwide have unique training requirements. Some of the industry-specific training courses our safety team receive include:

- Bike Patrol Training
- Communication Techniques
- CPR/First Aid/AED
- White Glove Customer Service
- Driver Training
- Emergency Preparedness
- Fire Safety Officer
- Gang Awareness
- Management of Aggressive Behavior
- Master Security Officer Program
- Narcotics and Dangerous Drugs
- Patrol Techniques
- Safety Officer Specialist
- Search and Seizure
- Working with Homeless and Social Services



“Whose Job Is It Anyway?”



Why Allied Universal for the District?

- Award-Winning Customer Service Training
- Strong partnerships with local police and fire, including the many within the Pacific Division
- Technology solutions with real-time reporting
- Service hundreds of clients with bike/vehicle/Segway patrol needs
- Supporter and participating member of International Downtown Association, Central Cities Association as well as, VICA, BOMA, IFMA, LEAPS, CPAB, Crime Stoppers, the Los Angeles Chamber of Commerce, and various LAPD booster support groups.

In today's world, Business Improvement Districts are looking for more value, contribution and results from their safety teams. . , Stakeholders with the BIDs need the assurance that their safety team is more than just a standard “safety provider”. Equally important as protecting stakeholder assets, assuring employee and visitor safety and contributing to the overall experience while visiting or working within the BID and , today's quality oriented safety team provider must contribute to the District's bottom line performance. *This is achieved through a strategic partnership.* Unfortunately, this partnership is only occurring in 5% of all safety team relationships. In a partnership, the safety team provider is involved in a multitude of tasks and as such, becomes a key resource in safety team recommendations toward the betterment of the District experience.

The partnership relationship provides shared benefits for each party in terms of creating value, continuous improvement and long-term business growth. Existing within the partnership are shared expectations. Each party participates in the program's successes and failures. Each works with the other to improve, learn from mistakes and accept responsibility for problems. There is no finger pointing. The strategic partnership requires the safety team to assign a higher level, qualified manager to take ownership of the program, as

opposed to the assignment of a floating supervisor or lead officer. Allied Universal operates under this model currently in most of our large BIDs, and recommends implementing this program with the Venice Beach BID.

The strategic partnership is a level of relationship that we, at Allied Universal, seek with all of our clients and will establish with the Venice Beach BID. Our company mission, operating principles and values are specifically designed to create the results that can best be achieved through strategic partnering.

We do our job, so you can do yours.

3. General Information

a) Contractor Name, Contact Information, and Website

The name of the proposing contractor for this proposal is Allied Universal Security Services.

LOCAL RESPONSE		
<p>Venice Beach BID 8 Horizon Avenue Venice, CA 90291</p> <p>(A)</p>		<p>Allied Universal 3000 S. Robertson, #150 Los Angeles, CA 90034</p> <p>(B)</p>
<p><i>Allied Universal is Venice Beach BID's local safety team provider, located approximately 6.8 miles away.</i></p>		
<p>LOCAL CONTACT Tad Garabedian Allied Universal Phone: 213-800-2996 Email: tad.garabedian@aus.com</p>		

NATIONAL SUPPORT		
West Coast Corporate Headquarters		
	<p>1551 N. Tustin Avenue Suite 650 Santa Ana, CA 92705 Phone: 714-619-9700</p>	

East Coast Corporate Headquarters



Eight Tower Bridge
161 Washington Street
Suite 600
Conshohocken, PA 19428
Phone: 888-239-1104



Allied Universal, founded in 1957, is the largest American-owned and managed contract security and safety ambassador services firm.

Website: www.aus.com

b) State is Business is local, national, international and indicate the business legal name and form of entity.

Allied Universal operates 150 district offices nationwide. Branch offices operate as independently functioning business units, focused on achieving local client program goals. Each branch is managed by a **General/branch manager**, who is responsible for achieving corporate financial goals and client objectives. Each **General/branch** manager oversees and directs all operational, financial and administrative functions assigned within their branch while providing quality services to clients. The West Los Angeles Branch General Manager Chris Perkins oversees all operations in the Westside Los Angeles area and is the single point-of-contact for the Venice Beach BID once operations commence.

On August 1, 2016, the parent companies of AlliedBarton and Universal Protection Services merged to form Allied Universal Security Services. The legal entity is Universal Protection Service LP, DBA Allied Universal Security Services.

c) Authorized contact

Local Contact: Tad Garabedian
Government Specialist
213-800-2996
Tad.garabedian@aus.com

d) Authorized backup contact

Government Services Division: Tracy Fuller
Vice President Government Services
404-307-5961
Tracy.fuller@aus.com

e) Name of parent company (if any) or subsidiary

AlliedBarton and Universal Protection Services merged to form Allied Universal Security Services. The legal entity is Universal Protection Service LP, DBA Allied Universal Security Services. There is no additional parent company.

f) Number of years in operation, date and location of incorporation



Allied Universal Security Services (Allied Universal) has provided qualified, quality safety and security services in various industries since 1957 to include: Business Improvement Districts, commercial real estate clients, cultural institutions, museums, concert halls, large residential communities and major shopping centers, transit authorities, maritime ports, airports, financial institutions, chemical/petrochemical plants, manufacturing and distribution centers, healthcare and educational facilities.

Universal Protection Services LP, DBA Allied Universal Security Services is formed as a limited partnership in the State of California.

g) Location of home office from which the support work is to be provided and the number of professional staff employees at the office.

Allied Universal operates from 15 offices in the greater Los Angeles area. The office that would support the Venice Beach BID would be the West Los Angeles office located at 3000 S. Robertson, Ste. 150, Los Angeles, CA 90034. This West Los Angeles office is located only 6.8 miles from the Venice Beach BID headquarters. The office is overseen by Chris Perkins, General Manager. The office is staffed with 20 professional staff and is organized as follows:



4. Pricing

Contractor should provide cost, overhead, profit, and total expenses for each expense category for each of three years for Districts Street Team services in your response to the scope of services, including the following:

a) Total number of hours and associated cost provided by safe / ambassadorial functions, excluding management time, by week, month, and year

The numbers provided give a snapshot view from an annual perspective, broken down into monthly and weekly numbers. Actual numbers per week will fluctuate due to surge needs during certain times of year, and reductions at other times. But the averages can be used below for comparison purposes. The numbers provided herewith are “all in” numbers, which are inclusive of EVERYTHING billed on this contract, including all wages, costs, vehicles, equipment, management, overhead, profit, benefits, holiday and vacation pay, etc.. There are no hidden fees or other costs to be billed to the District. Years two and three take into account the minimum wage increases mandated by the State of California and Local Los Angeles figures as well. A wage delta has been established over and above the minimum wage throughout the term of the contract to ensure we attract and KEEP the best talent available.

Year One

Total hours per week:	504	Cost per week:	\$12,360
Total hours per month:	2,016 (app)	Cost per month:	\$53,524 (app based on yearly divided by 12)
Total hours per year:	26,208	Cost per year:	\$642,695

Year Two

Total hours per week:	504	Cost per week:	\$13,622
Total hours per month:	2,016 (app)	Cost per month:	\$59,028 (app)
Total hours per year:	26,208	Cost per year:	\$708,344

Year Three

Total hours per week:	504	Cost per week:	\$14,505
Total hours per month:	2,016 (app)	Cost per month:	\$62,850 (app)
Total hours per year:	26,208	Cost per year:	\$754,208

b) Total number of hours and associated cost of management hours by week, month, and year

Our proposal includes a salaried, full time, dedicated Account Manager to oversee the account for us and the District. Our proposed starting salary for this position is \$55,000 / year. The cost for this position has been built in, and included in the bill rates that were provided in the total costs associated with 4.a) above, and 4 c) below. This will not be an additional cost incurred by the District. We have also factored in a

performance based raise up to \$5,000 / year for years two and three of this contract. Billable hours are not applicable to this management position as this person will be available 24/7/365 at no cost to the District.

c) Employee cost by month and year by class and function of employee, including hourly rate, benefits, worker's compensation, overhead, and profit. The proposal should also identify employees who are full time versus part time, and spell out benefits that are provided to each part-time and full-time employee.

All employees factored into our proposal are full time employees. Benefits provided to all employees are listed in detail under section 7 c) of this proposal. Monthly cost is based on the yearly cost divided by 12. Yearly cost is based on 52 weeks of service. Year one is broken down in detail for your review. Once year one base cost was established, a mark-up was determined as the cost over wage necessary to support the program. Years two and three wages were adjusted to maintain the delta over minimum wage markers, and the same mark-up established year one was applied to years two and three respectively to arrive at the bill rates.

Year One

Position of Supervisor: Starting wage \$15.00 / hour. 56 HPW. Total Bill Rate year one \$26.25/ hour

	<u>Annual</u>	<u>Monthly</u>
Wages	\$43,680	\$3,640
Health and Benefits	\$1,747	\$146
OT	\$1,092	\$91
Training	\$452	\$38
Training Costs	\$71	\$6
Management Cost (AM)	\$6,906	\$575
Vacation	\$870	\$73
PTO	\$522	\$44
Holidays	\$420	\$35
Taxes (includes PTI, FICA, SUTA FUTA, WCI, GLI)	\$11,788	\$982
Uniforms / Equipment	\$2,400	\$200
<u>Profit / Overhead</u>	<u>\$6,492</u>	<u>\$541</u>
Total	\$76,440	\$6,370

Position of Site Lead: Starting wage at \$14.25 / hour, 112 HPW, Total Bill Rate year one \$24.94 / hour

	<u>Annual</u>	<u>Monthly</u>
Wages	\$82,992	\$6,916
Health	\$3,494	\$291
OT	\$2,075	\$173
Training Labor Cost	\$860	\$72
Training Material Cost	\$142	\$12
Management Cost (AM)	\$13,811	\$1,150
Vacation	\$1,653	\$138
PTO	\$991	\$83
Holidays	\$798	\$67
Taxes (PTI, FICA,SUTA FUTA, WCI, GCI)	\$22,569	\$1,880
Uniforms / Equipment	\$4,800	\$400
<u>Overhead and Profit</u>	<u>\$11,065</u>	<u>\$922</u>
Total:	\$145,250	\$12,104

Position of Standard Safety Officer: Starting wage \$13.80/hour. 336 HPW. Total bill rate year one \$24.15/hr

	<u>Annual</u>	<u>Monthly</u>
Wages	\$241,114`	\$20,092
Health	\$10,483	\$874
OT	\$6,028	\$502
Training Labor	\$2,498	\$208
Training Cost	\$426	\$35
Management	\$41,433	\$3,453
Vacations	\$4,803	\$400
PTO	\$2,881	\$240
Holidays	\$2,318	\$193
Taxes (PTI,FICA,SUTA FUTA, WCI, GLI)	\$65,899	\$5,491
<u>Profit / Overhead</u>	<u>\$29,665</u>	<u>\$2,472</u>
Total:	\$421,948	\$35,162

Years two and three take into account the rise in minimum wage and the maintenance of a delta over said wage to make sure we retain and can recruit quality personnel. The fully loaded mark-up that was obtained in the pricing build-up of the first year rate was applied for years two and three respectively. Monthly cost will vary due to days in a month, therefore this monthly cost is based on a full annual cost of 52 weeks divided by 12 months.

Year Two Wages and Bill Rates:

Position	Wage/hr	Bill Rate/hr	Annual Cost	Monthly Cost
Supervisor (56 HPW)	\$17.00	\$29.75	\$86,632	\$7,219
Site leads (112 HPW)	\$16.00	\$28.00	\$163,072	\$13,590
Standard Safety Officer (336 HPW)	<u>\$15.00</u>	<u>\$26.25</u>	<u>\$458,640</u>	<u>\$38,220</u>
Total			\$708,344	

Year Three Wages and Bill Rates:

Position	Wage/hr	Bill Rate/hr	Annual Cost	Monthly Cost
Supervisor (56 HPW)	\$18.00	\$31.50	\$91,728	\$7,644
Site leads (112 HPW)	\$17.00	\$29.75	\$173,264	\$14,439
Standard Safety Officer (336 HPW)	<u>\$16.00</u>	<u>\$28.00</u>	<u>\$489,216</u>	<u>\$40,768</u>
Total			\$754,208	

d) Other operating costs by class and function, for example, training, uniforms, and cleaning supplies.

All costs were factored into the cost breakdown in 4 c) above.

e) Equipment Cost, and amortization over term of contract

Background Checks, Drug Testing, Credit Checks, Reference Checks,	\$1,060
Uniforms	\$4,193
Vehicle (Ford Focus fully equipped)	\$8,600
2 Bikes	\$1,100
Bike Uniforms / Gear	\$1,000
3 CyCops	\$5,400
Laptop	\$1,200
Manager Cell Phone	\$720

Radios	\$1,500
Other Supplies	\$262

f) A list of supplies, uniforms, and equipment anticipated for purchase

Provided on 4 e) above.

g) Using experience from other markets, the Contractor should identify an appropriate amount that should be set aside for contingencies, including unanticipated hours, equipment, supplies, fees, or other expenses

Allied Universal has accounted for all contingent fees and other expense items that may arise, including non-billable overtime.

h) Any other overhead, profit allocation, surcharges, or expenses of any kind

Allied Universal has accounted for all of the expenses stated herein.

i) Pricing is subject to regulatory requirements

Allied Universal has taken into account all current regulatory requirements in establishing pricing.

j) Additional patrols (cost per hour)

Additional service can be provided to the district at the standard rates quoted, as long as 72 hours notice is given. Should less than 72 hours notice be given, rates shall be charged at 1.5 times standard bill rates. If deployment needs exceed more than 8 additional staff, we would require at least one week notice to honor standard bill rates.

k) Cost Plus value per classification (for special events or seasonal needs)

Same response as i) above.

4. Qualifications & Insurance

h) Business Unit individuals by name responsible for providing / managing contracted services, including resumes of individuals.

Steve Claton – President Southwest Region

Mr. Claton brings to his role as President of Allied Universal over 20 years of proven leadership experience in the commercial real estate industry. He has worked in a variety of real estate segments throughout his career, including property operations, acquisitions, development, contract management and security. Prior to joining Allied Universal, Mr. Claton served as Vice President for The Irvine Company where he held various leadership positions including the oversight of a 7M sf. Class-A high-rise office portfolio and a 15M sf. mixed use campus office portfolio located throughout California. He was also responsible of the company's security, engineering, and landscaping disciplines and led the due diligence efforts on a number of significant property acquisition.

Scott Naso – Senior Regional Vice President

Scott Naso has been employed with Universal Protection Service since April 1987. During his time with Universal he has held the position of Patrol Supervisor, Field Manager, Training Manager, Division Manager, Branch Manager, and ultimately Sr. Regional Manager. Mr. Naso was promoted to Division Manager in the Los Angeles branch office in September of 1990 and to Vice President / Regional Manager in December 2001. Since that time he has been directly responsible for the management and operation of all our Long Beach and Los Angeles based offices. He has a great understanding of security procedures and performance, having excelled in positions at all different levels in the security industry.

Chris Perkins – General Manager / WLA

Chris Perkins has been in the security industry for 32 years. He has held the position of Senior Branch Manager, Area Manager, Business Development Manager and General Manager. Chris also worked as the Regional Security Director for the Equity Office Property portfolio through a major national security company. He is a licensed Private Investigator, and held the CPP designation for 10 years. Chris is a member of ASIS and The Association of Professionals in Business Management. He graduated from Florida State University with a BS in Criminology and English.

Director of Operations

Ruben Karaptyan

Client Value Managers

Blanal Cook, Mark Simmons, Luisa Rodriguez, Tom Nguyen

Operations Managers

Abby Lizarraga, Michelle Person, Hossein Shalali, Nick Sarkisian

Field Training Managers

John Mendez, Ron Bachman, David Beachman

Staffing Specialist
Lawanda Payton

Recruiter
Tracy Brooks

Account Manager
TBD

i) Describe role of individuals in managing contract and percentage of time expected to be devoted to contract.

Chain of Command / Management Level

- The primary point-of-contact for the Venice Beach BID is **West Los Angeles Branch General Manager Chris Perkins**. He has full authority to immediately respond to the Venice Beach BID. He is available 24/7 to handle any and all requests of the District.
- The secondary layer within the chain-of-command is **Senior Regional Vice President, Scott Naso**. Scott has oversight of the entire Greater Los Angeles region and will be available 24/7 to address the District's needs.
- Allied Universal's **Southwest Regional President Steve Claton** also can be reached at all times if needed as well.

Allied Universal also operates two National Service Centers around the clock in different parts of the country. They will be able to connect you to the appropriate Allied Universal manager anytime day or night.

Chain of Command / Field Operation Level

Our full-time, dedicated Account Manager, will oversee day-to-day operations at the Venice Beach BID. This individual is a salaried employee, therefore is available around the clock, 7 days a week. The Account Manager is fully trained and capable of handling and managing all tasks associated with the SOW. The Account Manager is available to assist with call-offs, emergencies, relief, and the many other factors that make for a successful Safety Team Program. The Account Manager is responsible for the officer schedules, field operations, incident reporting, and deployment needs.

The program will also have a senior lead safety team member on duty at all times during the program hours of operations. This safety lead is available to provide direction, relief, and support for the field team, as well as perform standard field team duties. Our Safety Team serves as the eyes and ears for the Venice Beach BID program and the Los Angeles Police Department.

Field Supervisors will be on duty each and every day. Supervisors will be responsible for reporting all daily activity to the Account Manager, and will supervise the standard ambassadors as well as the senior leads.

SOUTHWEST REGION SUPPORT

Beyond the Company's 150 nationwide branch offices, Allied Universal's business is organized into **regions**, which are managed by **Regional Presidents**. Regional offices are strategically located within the local geography to support multiple branch offices. As an additional resource for branch and account managers and site supervisors, dedicated regional recruiters, trainers and human resource specialists manage and support business processes and functions. Regional operations managers are located across the country

where the business is so that they are close to our clients. Much of their time is spent within our **branch offices** and at client locations. Quality Assurance is their primary responsibility.

The Venice Beach BID's Safety Team Program falls under the jurisdiction of **Southwest Regional President, Steve Claton**. Mr. Claton offers nearly 20 years of industry expertise, including more than eight (8) years with Allied Universal.

CORPORATE SUPPORT

Allied Universal's corporate management team is made up of industry executives who understand your business needs and have in place the programs and training to ensure Allied Universal's clients receive best-in-class services, the **National Support** of our **Local Response**. Centralized functions are housed at our Santa Ana, CA and Conshohocken, PA headquarters, including:

- Accounting Shared Services
- Benefits
- Finance and Accounting
- Human Capital Management
- Human Resources
- IT (tech support)
- Legal Affairs and Compliance
- Project Management
- Purchasing
- Talent Acquisition Team
- Training
- Marketing and Sales Services
- Project Management

As part of our service delivery and sponsorship, the corporate organization will fully support the Venice Beach BID's Safety Ambassador Program by providing the tools necessary to ensure that the Venice Beach BID's program is implemented on time, staffed with qualified, trained safety ambassadors, and Venice Beach BID operations continue uninterrupted.

GOVERNMENT SERVICES SUPPORT | NATIONAL BUSINESS IMPROVEMENT OVERSIGHT

Allied Universal's national Business Improvement District leadership team is led by **Charlie Bohnenberger, Vice-President of Government Services**. The leadership team shares best practices, develops new service offerings to our BID clients and conducts forums to provide leadership mentoring in BID safety team programs. Clients are invited to share insights.

<p>Charles Bohnenberger</p> <p>Vice President, Government Services</p>	<p>Mr. Bohnenberger has overall responsibility for Allied Universal’s Government contracts for which BIDs are recognized within. He has more than 20 years of experience in Federal and State Government. He is a former Board Member for the PATCO High Speed Line, Liaison to SEPTA for the PA Governor’s Office, and former member of the Board of the Delaware Valley Regional Planning Commission. He is a veteran of the US Marine Corps and holds a Bachelor’s Degree in Political Science and a Master’s Degree in Government Administration.</p>	<p>27</p>
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j) Identify the frequency that Senior Management will make announced and unannounced on-site visits (min of quarterly), include a description of the evaluation criteria to be used.

Senior leadership will meet with Venice Beach BID staff on a bi-weekly basis initially during the first three months of the contract term and will perform unannounced visits at this time. This will shift to quarterly after the first three months. Field supervisors will inspect each and every post at least once during each and every assigned shift, every day of the year.

Quality Control

Quality always has been, is today, and will continue to be the foundation of Allied Universal Security Services. It is the factor that has consistently set us apart from – and above – our competitors over the years. We believe that Allied Universal has emerged as a national leader in the contract security service industry because of our commitment to quality.

Allied Universal is faced with unending changes in our industry. Business is changing. Our employees’ expectations and needs are changing; and our clients have new and challenging requirements. To meet these challenges, Allied Universal has adopted the Continuous Improvement Process of Total Quality Management.

A consistently maintained high level of contract service performance is directly related to the adequate performance of quality control activities. We believe that there is no such thing as “coasting.” Service providers are either gradually moving up or gradually moving down in reference to their performance levels. Obviously, the idea is for continuous improvement and, at a minimum, compliance with all requirements. Allied Universal is recognized as an industry leader in regards to quality control.

The primary purpose of our Quality Control Program is to ensure compliance with the Venice Beach BID contractual and Federal, State, and company requirements. We have combined technological devices to aid in field supervision and training, enhancing our Quality Control Plan through state of the art technology. Allied Universal Security Services Quality Control Plan is a formal plan for monitoring and maintaining the highest quality of services. The company uses Allied Universal Corporate Representatives, Branch Personnel, Area Supervisors, and independent monitors to monitor operations on a day-to-day, monthly, quarterly, and annual basis.

Allied Universal employs the following Quality Control Plan to monitor performance of its security services on government contracts and is similar to plans utilized for all large commercial customers currently serviced by the company.

Key Elements

The key elements of the formal Quality Control Program include:

Organization – This portion of the program defines the QC relation to all facets of the organization.

Document Control Procedures – Due to the sensitivity of the audits, specific safeguards, and controls are defined.

Instruction and Procedures – This portion of the program defines instruction and procedures for adherence by all elements, thus ensuring quality.

Inspections – The success of the QC program is a result of the concept of being self-policed. This concept requires inspections by all levels to spawn a Quality Control culture.

Corrective Action – This portion of the program defines the methods used to ensure prompt corrective actions of all deficiencies discovered by either inspections or audits.

Audits – Our Southwest Regional Quality Assurance Team, will conduct Quarterly audits; an independent auditor will conduct at least one comprehensive audit annually.

Quality Control Records – Maintained to demonstrate compliance with all contractually mandated requirements. Records are also maintained to demonstrate compliance with internally established procedures.

Quality Control Team

Allied Universal has established a Quality Control (“QC”) Team that is the heart of our program initiatives. The QC Team conducts scheduled inspection. Any performance deficiencies are disclosed and are put in writing and discussed with the Security Officers. The QC Team works with the Security Officers to develop a plan of corrective action. All performance deficiencies are addressed with employees within 24 hours. Deficiencies that affect the entire operation are discussed in memorandum form to all employees. Employees are required to sign an acknowledgment that they have received and understand the subject memorandum.

Inspections

During each official inspection of the Security Officer’s post, the inspection will include, but not be limited to, the following:

- **Is the post manned as required?**
- **Is the Security Officer alert and aware of his/her surroundings?**
- **Is the Security Officer properly groomed and in full uniform?**
- **Are the Security Officer’s licenses/permits up-to-date?**
- **Are the Security Officer’s licenses/permits in his possession, on the job?**
- **Did the Security Officer sign in on the required attendance / post form?**
- **Is the Security Officer knowledgeable of all post orders?**
- **Is the work schedule posted?**
- **Are all of the Security Officer’s equipment items clean, complete and in working order?**
- **Are all assigned keys accounted for?**
- **Is the Security Officer properly trained and qualified?**

Any inspections are documented on the “Allied Universal Inspection Report.” Each week, the supervisors and QC Team will complete a report outlining all quality control monitoring activity and any corrective actions taken. The reports are sent weekly to the Branch Manager. The original copies are kept on file in the branch office and are made available upon request to the Venice Beach BID. This entire program is independently monitored by our Corporate QC Manager.

Quality Control/Problem Response

Quality Control reports will be provided to all appropriate Venice Beach BID representatives, Allied Universal Branch Manager and Allied Universal Vice President of Operations. The Branch Manager will be required to submit a written response to the Allied Universal's Director of Operations and Regional Vice President within 30 days of receiving the QC report. This response will list corrective actions and remedies for all non-compliance items and weaknesses. All open items are tracked and reviewed by the QC manager. Our responses and corrective actions are reviewed with the Venice Beach BID for approval.

Corrective and Preventive Action

When contract performance or compliance problems are identified, Allied Universal takes corrective action immediately to minimize quality issues and implement permanent solutions. Corrective actions are done, in writing, by the contracting manager documenting the problem, identifying the cause and what action was taken to correct it. The report remains on file and available for review in Allied Universal's local office.

Complaints received by Allied Universal against personnel employed on this project by any individual (e.g., Venice Beach BID employee, visitor, etc.) are logged on Allied Universal's Complaint Form by the person receiving the complaint. The complaint is forwarded to the Coordinator/Contract Representative who is responsible for making sure the complaint is addressed. All actions are logged on the Complaint Form and filed in Allied Universal's local office.

Allied Universal's policy is to encourage preventive action by its employees. Employees are encouraged to monitor and request preventive/corrective action when a problem is identified which impacts on the safety, quality, and performance of the operation.

The Coordinator/Contract Representative and Roving Supervising Officers carry cell phones, and can be contacted 24 hours a day for any incident requiring immediate attention. When on duty, all officers can contact their immediate supervisors via telephone. Officers can contact management directly at their office phone, cell phone, or home phone. A call list will be provided to all personnel on this contract.

Distribution of Forms

1. **Supervisor Daily Checklist** - The Supervisor Daily Checklist is completed daily by each supervisor and/or by the QC Team for each site visit/inspection he/she makes and is filed in Allied Universal's local office by date. The completed checklists are kept on file in the local office and shall be made available to the Venice Beach BID upon request. Every quarter the reports may be forwarded to Venice Beach BID if so desired.
2. **Performance Appraisal** - The performance appraisals completed every six (6) months will be forwarded to and filed by the Coordinator/Contract Representative.
3. **Complaint Form** – Allied Universal's complaint form is used for complaints against Allied Universal employees and/or its services. The Coordinator/Contract Representative is responsible for addressing the complaint with the appropriate person or agency and documenting the action taken. A record of the complaint is kept on file at Allied Universal's local office.

Quarterly Joint Review

All QC issues are also reviewed at the "Quarterly Joint Review" (QJR) Meeting to be conducted with the Venice Beach BID representatives, Coordinator/Contract Representative and other key managers. Allied Universal will prepare an agenda for this meeting each quarter to include time for discussion of any issue(s) required by Venice Beach BID. Long range planning and program direction can be the objective of the QJR. This program ensures contact with Allied Universal's management on a frequent basis. This format has worked well at our other locations and helps to ensure program success. This format allows the contract representative an opportunity to stay up-to-date with contractor performance.

Annual Performance Appraisal – to Determine if Officers Meet Customer and Company Expectations

In order to ensure that security officers assigned to the Venice Beach BID account are providing a consistent high quality level of customer service to BID personnel and their clients, each and every security ambassador is furnished with a performance appraisal. The Allied Universal employee performance appraisal is a comprehensive review of the officer's performance by the Roving Supervisor. The following important performance categories are measured during the evaluation with each being assigned a numerical rating:

- DEPENDABILITY (Officer always comes to work and is on time.)
- UNIFORM & APPEARANCE (Officer always has a neat, professional appearance.)
- CUSTOMER SERVICE (Officer has a friendly and professional demeanor.)
- COMPOSURE (Officer has a friendly and professional demeanor.)
- COMMUNICATION, VERBAL (Officer is a good communicator.)
- COMMUNICATION, WRITTEN (Officer is a good communicator.)
- BUSINESS & TECHNICAL EXPERTISE (Understands & successfully executes Post Orders.)
- PRODUCTIVITY (Officer is capable of handling typical issues and problems professionally.)
- LEADERSHIP (Officer is capable of handling typical issues and problems professionally.)

These attributes are highly important to customer satisfaction and the officer's personal understanding of how they are viewed in the eyes of the company as well as by the Venice Beach BID. As an Allied Universal employee, upward mobility through promotional opportunities is directly tied to individual performance.

k) Provide an overview of experience and expertise in providing Safe Team services to other Business Improvement Districts, and include a list of current and past BID clients.

Business Improvement District Experience

Allied Universal provides safety and security ambassadors to business improvement branches nationwide. We develop working relationships and partner with police and fire departments and other agencies in the communities we serve. Here in the Los Angeles area, we work hand in hand with our Law Enforcement Partners such as our Senior Leads, **Sgt. Flanagan, Sean Lewis, Dan Reedy, Dion Hall, Jamilah Linton, Captain Donald Graham, Captain Leslie, Chief Arcos, Commander Frank, Chief Downing** to name a few. Our relationships within LAPD are unparalleled and we would venture to say that our relationship with Central Division specifically is by far the strongest. This relationship not only exists with the Law Enforcement community but also with LAFD, as we work hand in hand with LAFD Inspectors, and Station Captains for training specific to Emergency Evacuations and CERT but also with the numerous Outreach Programs such as The Weingart Center, Midnight Mission, and LA Family Housing projects. We are focused on giving back and partnering with our communities to make a difference, it is evident that our actions speak louder than other's words.



Other Los Angeles Business Improvement Districts that benefit from our LAPD relationships include the **DCBID, Hollywood Media BID, Little Tokyo, and the Fashion District BID.**

Our experience working with and developing relationships with police departments is not only evident in our Southern California BID contracts, but on a national footprint as well. Business improvement district clients

past and present with similar law enforcement relationships include the **Downtown Raleigh Alliance**; **University City Branch** in Philadelphia; **Riverfront** and **Wilmington BID**, Delaware; the **Riverfront Development Corporation of Delaware**, the **Downtown Brooklyn Partnership**, New York City; **Aramingo** and **Kensington BIDS** in Philadelphia, **Camden County Business Branch** in New Jersey, and most recently, **Battery Park** in New York City.



Our safety teams work hand in hand on a daily basis with all law enforcement officials throughout the country. Our executive management team strives to build partnerships between Police Departments and clients to assist with quality of life crimes such as thefts from vehicles, littering, homeless issues, and vandalism.

Allied Universal strives to be part of the local Los Angeles community! We actively participate in local fundraisers, and industry and civic associations. Close relationships with local Los Angeles law enforcement and first responders help ensure close communication and collaboration for the benefit of the safety team program. Examples of the support we provide local law enforcement include:

- Participating and supporting CPAB (The Central Police Advisory Board),
- Allied Universal employees serving on the Board of LEAPS (Law Enforcement and Private Security),
- Allied Universal employees serving as Board Members on Crime Stoppers, and
- Sponsoring the Newton Division's Shoes from Santa program.
- Sponsoring the LAPD Central Division Holiday Parties, Running Teams and Community engagement activities.

We describe below and on the following pages a few of the many safety team programs we currently operate in other parts of the United States besides outside of our strong Los Angeles presence.

CAMDEN COUNTY BUSINESS DISTRICT	
  <p>Camden County Police Chief Scott Thomson engages "virtual patrols."</p>	<p>The City of Camden, New Jersey, has been referred to in the media as 'America's Most Dangerous.' By civilianizing or outsourcing every job that does not require a gun or a badge, the county-run police force has bolstered the number of boots on the ground. Since early 2014, Allied Universal has provided 40-60 safety ambassadors to Camden County Business Branch in New Jersey with successful, measureable results.</p> <ul style="list-style-type: none"> • Visible Presence – Allied Universal safety ambassadors have created a visible presence of security within the boundaries of the Camden Business Branch ("CBD") to improve the perception of public safety in the area. • Decrease Crime - Achieve a measurable decrease in all crimes committed within the area. Specifically: Deter loitering, solicitation, panhandling, and other anti-social behavior in the CBD. • Provide resource information to homeless persons and other transients as to shelter, food, "call home" programs, and drug rehabilitation services in the community. • Participate in community meetings with social service providers to promote communications and collaboration on issues of mutual concern of business owners and residents in the districts of patrol. • Public Relations Program - Provide assistance and information to businesses and employees (e.g., directions, distributing flyers, and answering questions.) • Safety ambassadors are bi-lingual (English/ Spanish) in areas where desired.
Allied Universal, making a better difference in the lives of Camden County residents and visitors alike.	
<p>From: Bryan Leib [mailto:bryan@ihphilly.org] Sent: Friday, October 3, 2014 3:40 PM To: Ford, Kevin Subject: Quote</p> <p>Dear Kevin,</p> <p>Over the last decade, I have spent a great deal of my time volunteering and helping non-profits in all parts of the City of Camden. During my time in the city, I have experienced a lot of the problems related to crime and drugs first hand that we used to read about in the newspapers. <i>I am happy to report that from my vantage point, Camden is going through a renaissance right now and is trending in the right direction.</i> Two things that I have noticed is the increased police and community presence on every block. <i>In my most recent visit to City Hall, I was very happy to see many Allied Barton employees on foot and bike patrol, acting in a preventive support role for the Camden County Police force. Keep up the good work Allied Barton. Happy to see your employees making an impact in the everyday lives of Camden's residents.</i></p> <p>Bryan Leib Manager, Corporate Relations</p>	

UNIVERSITY CITY DISTRICT	
	<p>For the UNIVERSITY CITY DISTRICT in Philadelphia, we provide 1,500 hour per week of Security and Ambassador services. Allied Universal's 42 UCD ambassadors provide a secure, welcoming presence for University City's residents, workers, students, and visitors.</p>  <p>Unarmed ambassadors are equipped with two-way radios who patrol the streets of University City on foot and on bicycles every day from 10:00 a.m. to 3:00 a.m. They serve as a highly visible deterrent to crime, provide directions and pedestrian assistance, and can call for help in emergency situations.</p> <p>Each ambassador undergoes training in public safety and crime prevention, emergency first aid and CPR, interpersonal relations and customer service, city services, and University City and Philadelphia history, attractions, and services. Ambassadors also track public hazards such as potholes, problem street signs, blocked sewers, and broken fire hydrants. These lists are regularly forwarded to the city for corrective action.</p>

I) Identify your Commercial General Liability Insurance policies held in conjunction with the current contract for programs like the District's Safety Program. Include details of policy amounts, as well as a summary of your risk management policies and practices.

As the largest security services provider in the Nation, securing some of the largest and most valuable infrastructure in the Country, Allied Universal has the ability to meet or exceed all the required insurance limits that the Venice Beach BID has specified in the RFP. With respect to other programs we secure that are similar in nature, we treat the actual certificates and amounts as proprietary. We can disclose, however, that the required amounts in the RFP are nearly identical with most of the similarly sized projects we handle in the area; and if the District does need higher limits, we are most open to discuss and provide.

With respect to our risk management policies and practices, Allied Universal regularly adds clients to our insurance as additional insureds, so long as our obligations are aligned with our indemnification obligations and limited to the specified insurance limits we have agreed to provide. Our blanket additional insured endorsement to our commercial general liability policy, which is written in manuscript form, covers all parties we are required by written contract to include as additional insureds, to the extent set forth in such contract, without the necessity of specifically naming such parties.

Allied Universal's standard risk parameters also include a disclaimer of consequential damages. We would respectfully request in the "Indemnity Agreement" to insert the following mutually beneficial reciprocal waiver of consequential damages as new last sentence: "Anything to the contrary notwithstanding, under

no circumstances will either party be liable to the other party, or any other person or entity, for consequential, incidental, indirect or punitive damages, or for lost profits". With respect to this coverage, we would also like to discuss the addition of language which limits claims to the extent of the Contractor's negligent performance of the services under this Agreement and up to the required insurance coverage amount.

A copy of our standard policy is provided herewith:

ACORD		CERTIFICATE OF LIABILITY INSURANCE		DATE (MM/DD/YYYY)			
<p>THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.</p> <p>IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).</p>							
<p>PRODUCER MARSH USA INC 1717 Arch Street Philadelphia, PA 19103 Attn: Philadelphia.certs@marsh.com / Fax: (215) 548-0360</p>			<p>CONTACT NAME: PHONE: FAX: E-MAIL: ADDRESS:</p>				
<p>022721-ALL-GAR-15-17</p>			<p>INSURER(S) AFFORDING COVERAGE</p>				
<p>INSURED ABC Contracting, LLC (See Attached for Additional Named Insureds) 151 Westinghouse Street, Suite 600 Conshohocken, PA 19380</p>			<p>INSURER A : Lexington Insurance Company INSURER B : Greenwich Insurance Company INSURER C : XL Insurance America INSURER D : Lloyd's of London - Apollo Consortium INSURER E : INSURER F :</p>				
<p>COVERAGES CERTIFICATE NUMBER: REVISION NUMBER:</p> <p>THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.</p>							
PER LTR	TYPE OF INSURANCE	ADDL INSD	EXCL WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<p><input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY</p> <p><input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR</p> <p><input checked="" type="checkbox"/> CONTRACTUAL LIABILITY</p> <p><input checked="" type="checkbox"/> GRL \$1,750,000</p> <p>GEN'L AGGREGATE LIMIT APPLIES PER:</p> <p><input checked="" type="checkbox"/> POLICY <input type="checkbox"/> ACC <input type="checkbox"/> LOC</p> <p><input type="checkbox"/> OTHER:</p>			00060056	11/01/2015	11/01/2017	<p>EACH OCCURRENCE \$ 2,000,000</p> <p>DISABES TO RENTED POSSESSION (Per occurrence) \$ 2,000,000</p> <p>MED EXP (Any one person) \$</p> <p>PERSONAL & ADV INJURY \$ 2,000,000</p> <p>GENERAL AGGREGATE \$ 2,000,000</p> <p>PRODUCTS - COMPROP AGG \$ 2,000,000</p> <p>\$</p>
B	<p><input checked="" type="checkbox"/> AUTOMOBILE LIABILITY</p> <p><input checked="" type="checkbox"/> ANY AUTO</p> <p><input checked="" type="checkbox"/> ALL OWNED AUTOS</p> <p><input checked="" type="checkbox"/> HIRE AUTOS</p> <p><input type="checkbox"/> SCHEDULED AUTOS</p> <p><input checked="" type="checkbox"/> NON-OWNED AUTOS</p>			1A09407918	11/01/2015	11/01/2017	<p>COMBINED SINGLE LIMIT (Per accident) \$ 2,000,000</p> <p>BODILY INJURY (Per person) \$</p> <p>BODILY INJURY (Per accident) \$</p> <p>PROPERTY DAMAGE (Per accident) \$</p> <p>\$</p>
D	<p><input checked="" type="checkbox"/> UMBRELLA LIME</p> <p><input checked="" type="checkbox"/> EXCESS LIME</p> <p><input type="checkbox"/> OCCUR</p> <p><input type="checkbox"/> CLAIMS-MADE</p> <p><input type="checkbox"/> USED</p> <p><input type="checkbox"/> RETENTION \$</p>			000600WON1600000	11/01/2015	11/01/2017	<p>EACH OCCURRENCE \$ 10,000,000</p> <p>AGGREGATE \$ 10,000,000</p> <p>\$</p>
C	<p><input checked="" type="checkbox"/> WORKERS COMPENSATION AND EMPLOYERS LIABILITY</p> <p>ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/OWNER EXCLUDED? (Mandatory in PA)</p> <p><input checked="" type="checkbox"/> YES <input type="checkbox"/> NO</p> <p><input type="checkbox"/> YES, CHARGE COST DESCRIPTION OF OPERATIONS below</p>			<p>PAW0001200 (ACQ)</p> <p>PAW0001204 (AK & BW)</p>	<p>10/26/2015</p> <p>10/26/2015</p>	<p>11/01/2017</p> <p>11/01/2017</p>	<p><input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTHER</p> <p>E.L. EACH ACCIDENT \$ 1,000,000</p> <p>E.L. DISEASE - EA EMPLOYED \$ 1,000,000</p> <p>E.L. DISEASE - POLICY LIMIT \$ 1,000,000</p>
<p>DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)</p>							
<p>CERTIFICATE HOLDER</p>				<p>CANCELLATION</p>			
<p>SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.</p>				<p>AUTHORIZED REPRESENTATIVE of Marsh USA Inc.</p>			

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ACORD 25 (2014/01)

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AGENCY CUSTOMER ID: 022721

LOC #: Philadelphia



ADDITIONAL REMARKS SCHEDULE

Page 2 of 2

AGENCY MARCH USA INC		NAMED INSURED Allied Universal Topco, LLC (See Attached for Additional Named Insureds) 151 Washington Street, Suite 500 Conshohocken, PA 19408
POLICY NUMBER		
CARRIER	NAC CODE	
EFFECTIVE DATE:		

ADDITIONAL REMARKS

THIS ADDITIONAL REMARKS FORM IS A SCHEDULE TO ACORD FORM,
 FORM NUMBER: 25 FORM TITLE: Certificate of Liability Insurance

Additional Named Insureds
 Universal Services of America, LP
 Universal Protection Service, LP
 Universal Protection Service, LLC
 Universal Protection Service of Seattle LLC
 Universal Protection Security Systems, LP
 SPI Electronics, LLC, dba Universal Protection Security Systems
 Universal Thrive Technologies, LLC
 Universal Building Maintenance, LLC
 Peoplesmart, LLC
 Universal Protection Service of Canada Co., dba Allied Universal Security Services of Canada
 Universal Protection Service of Canada Co., dba Allied Universal Security Services of Canada Co.
 Guardmark (Puerto Rico), LLC, dba Universal Protection Service, LLC
 Guardmark (Puerto Rico), LLC, dba Allied Universal Security Services, LLC
 AD Capital Holdings, LLC, dba Allied Universal Security Services
 Allied Security Holdings LLC, dba Allied Universal Security Services
 AlliedEaton Security Services LP, dba Allied Universal Security Services
 AlliedEaton Security Services LLC, dba Allied Universal Security Services
 Spectaguard Acquisition LLC, dba Allied Universal Security Services
 AD Intermediate Holdings, Inc., dba Allied Universal Security Services
 CMO Enterprises, Inc.
 AlliedEaton (MC) LLC, dba Allied Universal Security Services
 Universal Protection Service, LLC, dba Allied Universal Security Services, LLC
 Universal Protection Service, LLC, dba Allied Universal Security Services
 Universal Protection Service, LP, dba Allied Universal Security Services, LP
 Universal Protection Service, LP, dba Allied Universal Security Services
 Veracity dba Allied Universal Thrive Technologies and Allied Universal Building Maintenance
 Apollo Security International, Inc.
 Universal Building Maintenance, LLC dba Allied Universal Janitorial Services

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5. Narrative Description

- a) **Include an overview of services to be provided. Explain how Safe Team employees will be instructed to perform their jobs and handle a variety of situations; how they will communicate with each other, and how they will report on their activities.**

SAFETY AMBASSADOR SERVICES - FOOT PATROL, BICYCLES, and VEHICLES



Allied Universal's Safety Team Program emphasizes safety, security and hospitality, ensuring a clean, safe and inviting environment. As additional "eyes and ears" to the police and fire departments, and as roving concierges for downtown communities, Allied Universal safety team personnel—whether on foot, bicycle, Segway or motor vehicle—perform a wide variety of tasks while exercising independent good judgment. Our safety team training ensures cooperative teamwork with the variety of partner organizations operating in downtown areas. All members of the safety team will have a clear

understanding of and working relationships with their counterparts across organizations; our award-winning training ensures that each and every safety team member has the capability and skills to:

- Greet Venice workers, visitors, and residents with a smile and helpful attitude
- Provide information and responding to inquiries regarding businesses, government and educational facilities, transit services, facilities, and events
- Provide directions
- Set up and staff information kiosks, as needed
- Conduct street surveys and distribute informational material as needed
- Visit Venice business owners and managers to share information and report concerns
- Inform citizens how to effectively handle panhandling situations
- Other related service as deemed necessary including ensuring a clean environment



Safety team members assigned to the Venice Beach BID:

- Serve as an extra set of eyes and ears to the local police and fire department
- Report code enforcement and "quality of life" concerns to appropriate local agencies
- Assist in addressing street population issues
- Respond to calls concerning incidents such as suspicious persons or injuries and alert other responders (police, fire rescue, Homeless Assistance Program) as appropriate
- Monitor and patrol the Venice area with the aim of deterring criminal activity and disruptive street behavior
- Maintain open communication with Los Angeles Police Department personnel
- Conduct routine patrol of public gathering spaces
- Monitor and report deficiencies of City services to ensure that streets remain bright and clean
- Maintain open communication with the Venice Beach BID Clean Team
- Any other related service as deemed necessary and appropriate

Allied Universal is keenly aware and experienced in dealing with the homeless and mentally ill. Our training module on dealing with the homeless and mentally ill, which will be detailed later in this proposal, focusses not only on how to deal with “illegal” and “unwanted” actions, but how to utilize compassion in dealing with this highly sensitive social issue.

With respect to communication, Allied Universal will provide cell phones with a CyCop guard tour management system, as well as radios, for communication amongst the safety team members.

Reporting shall take place as follows:

24-Hour Duty Log/Operations Log/Shift Report and Incident Reports

Each contract maintains a 24-hour a day Operations (Duty) Log, which is reviewed by the operations manager at the beginning of each business day. This Operations (Duty) Log is a chronological record of events prepared by the supervisors, for their respective shifts. It includes administrative data such as the opening/closing of posts, completion of inventories, and transfer of any post property as well as a synopsis of significant events (incidents) occurring during the shift. Significant events occurring away from the facilities may also be recorded in the Operations (Duty) Log, if required by General and Special Orders and/or direction of the Venice Beach BID.

The most important element of the Operations (Duty) Log is to provide a brief synopsis of incident reports, security violations, repair notices (safety) and other unusual events. This document is the primary medium from which the Venice Beach BID remains informed on the status of safety and incidents at its facilities. In addition to it being reviewed at the beginning of each duty day, the Operations (Duty) Log is available for review throughout any given shift.

Additionally, the Venice Beach account manager, branch manager or General Manager of operations are available to meet or communicate daily with the Venice Beach’s designated representative to review and discuss incidents reported in the Operations (Duty) Logs during the previous 24 hours, and to address other security issues, as necessary.

Incident Reports

The process of records keeping is an essential task in the management of the safety services contract. Allied Universal uses established policies and procedures regarding the numbering, formatting, coordinating, approving, reviewing, maintaining and distributing of written reports. Reports are generated for situations contrary to the normal day-to-day operation and include occurrences such as accidents, fires, bomb threats, emergencies, unusual incidents, unlawful acts, hazardous conditions, and injuries. Safety team members, supervisors and managers prepare reports/records on designed forms such as the one on the following page, providing copies to the designed agency representative within 4 hours of the incident.

All reports and documents are collected, distributed, filed sequentially by date, and stored in accordance with established procedures. These files are treated as sensitive information and considered “For Official Use Only.”

The program manager will retain additional secure files for administrative investigations, personnel actions and other sensitive information. These records are available to the Venice Beach BID designated personnel.

b) Clearly define how the services will be provided and accomplished. Please include as much detail as applicable and specific examples of how your firm has planned, deployed, executed and refined services.

Work begins immediately upon award. Allied Universal has successfully implemented, transitioned, and started some of the largest security contracts in the County.

Local management will immediately hire Account Manager and recruiting will commence immediately (recruiting detailed in Section 7 later in this proposal).

1. **Internal Recruiting** - From countless operations, Allied Universal is very experienced and knows first-hand that the best talent most often comes from within. Therefore, our first approach is to staff this contract with some of our top safety minded personnel who are looking for new career opportunities or career advancement opportunities. We identify candidate(s) that reflect the quality of personnel required for the positions for the Venice Beach safety ambassadors.
2. **External Recruiting** - We will recruit and screen the best candidates using our proven recruitment expertise to advertise, recruit, and screen the top applicants to fill the staffing profile developed concurrently with the Venice Beach BID as indicated by a number of suitable personnel that we have proactively identified as potential candidates.

Training begins upon hiring (training detailed in Section 7 g later in this proposal). Specific training will be provided which is specific for BID ambassadors (detailed later) as well as specific training detailed and required in the RFP. All of the larger contracts we service in the Los Angeles area have similar challenges to that which we would encounter on a daily basis at the Venice Beach BID, including dealing with the homeless, dealing with the mentally ill, trespassers, conflict resolution, civil disorder, demonstrations, and traffic control matters. We have developed specific training plans and conduct repetitive training sessions monthly to ensure all of our safety personnel are ready to respond when needed.

All equipment shall be ordered, and ambassadors will be sized for uniforms upon initial orientation at the Allied Universal office. Uniforms will be ordered.

Post orders will be drafted in partnership with BID leadership to clearly define ambassadors roles and expectations.

Office equipment / computer will be ordered for Account Manager.

Emergency plans will be developed in partnership with BID leadership and local law enforcement / first responders.

Schedules and all internal processes will be implemented through Allied Universal WinTeam program. Details to follow later in proposal.

Go live date set and implemented.

When evaluating how we deploy and how we operate we always want to be in pairs from an officer safety standpoint. This allows us to engage with the public quicker and more efficiently than having to wait for backup in the event something out of the ordinary is ongoing. We want to leverage technology, and information gathering to ensure we are deploying our personnel in the most needed areas, at the same time ensuring we are not neglecting other locations. This is done by creative and fluid information gathering, again leveraging technology and information gathering services, we utilize Cycop an internal Security Management tool that allows us to be proactive, not reactive. Understanding the needs of the community, having the support of our LE Partners and teaching and educating our officers on what to look for makes us

more efficient and effective. When we gather this information being fluid and flexible is essential, we may need to stagger shifts, bring extra personnel in or escalate/de-escalate daily in order to meet the needs of the community.

Initially, senior level management will meet bi-weekly with BID designees to discuss successes and items that need improvement or adjustment. Adjustments will be made accordingly to make sure the BID is receiving world class ambassador service. Quarterly reviews (which were discussed earlier in this proposal) will address any additional items which need addressing.

Allied Universal has planned, deployed, executed, evaluated, and refined MANY programs. The most recent program which was started from scratch includes the Metrolink train system Antelope Valley program. While we were the existing provider for the Metrolink system, the authority was facing many challenges on the Antelope Valley line with respect to drugs, homeless, fare evasion, and other disruptive behaviors. We sat down with internal safety staff and devised a plan which has recently been implemented. Evaluations took place shortly thereafter, modifications made, and the system is running very smooth now.

Quite frankly, nearly every government program Allied Universal operates for here in Southern California has had evaluations, modifications, and changes. That is what a true security partner should do everywhere, every day. A program that does not evolve, does not improve. The following short summary details HOW we do it very simply:

First, the safety team must be well taken care of. Proper and applicable training, addressing team members issues promptly, investing in best tools and equipment to assure the team is properly outfitted, providing team with excellent supervisory oversight and support, correcting mistakes but more importantly rewarding exemplary performance, promoting from within, providing a fair wage and increases to wage as applicable. When the team is treated fairly and with respect, the delivery excels.

Second, we must ensure the stakeholders within the Venice Beach BID (the actual property owners who pay for the BID services through assessments), as well as the business owners, residents, and visitors to the Venice Beach BID are fully satisfied with the services provided. Most any company can put a safety team on the street. Most any company can train, provide uniforms, staff, etc. At the end of the day, if you ask the stakeholders about the program, how will **THEY** respond? Has the program or provider made an impact or difference that has affected them positively? Have their policies and procedures truly improved the quality of life, reduced crime, and benefited the business climate? **THAT** is the true and only challenge any company should strive to conquer. Allied Universal looks forward to continue to answer that challenge.

Examples of our exceptional performance are included herewith:



October 13, 2016

OFFICE OF THE SHERIFF

COUNTY OF LOS ANGELES

HALL OF JUSTICE

JIM McDONNELL, SHERIFF



To whom it may concern

Allied Universal

Allied Universal has been providing private security guard services to The County of Los Angeles since February 1, 2016. During this time, their quality of service, company personnel, and overall performance has been above standard. We are grateful and appreciate our partnership in providing services to our county client departments.

Sincerely,

Jovie Hough, County Project Manager
ASM II, County Services Bureau

211 WEST TEMPLE STREET, LOS ANGELES, CALIFORNIA 90012

A Tradition of Service
— Since 1850 —

Safe & Clean Team Updates

Arsonist Detained by BID Safe Team Officer

In early November 2014, several trash cans were set ablaze in various locations of the Fashion District. While igniting his third fire, the suspect was stopped, detained, and arrested by Fashion District Safe Team Sergeant Marin. On December 2nd, Sergeant Marin attended the trial to testify. The suspect was charged with arson, a felony. During his preliminary hearing, the arsonist was offered five years in state prison as part of a plea deal. Congratulations to Sergeant Marin for a job well done.

2015 Holiday Recap

Holidays in the LA Fashion District were busy and festive. Santee Alley hosted "Selfies with Santa". The BID created a "Santa pop-up" for the event, transforming a vacant retail space into Santa's wonderland. See photos of the transformed space on Instagram: @thesanteealley.

BID Safe Team officers handed out special edition LA Fashion District canvas totes to shoppers throughout the month of December and held a booth at The Wall Farmer's Market on December 12th. One in every 10 bags had a surprise gift card to different Fashion District businesses.



BID Safe Team Helps Detain Arsonist

On Monday, February 16th at 5:30 a.m., BID Safe Team Senior Sergeant Ivan Garcia spotted an individual setting a fire in the alcove area of the California Market Center at 124 E Olympic Blvd. Garcia and his partner extinguished the fire and detained the suspect. LAPD was summoned and an arson investigator took custody of the individual and transported him to Central Division.

This is the second fire Garcia has helped extinguish recently. An unidentified male was spotted lighting a trash fire at Olympic Boulevard and Los Angeles Street earlier this year. An arsonist setting trash can fires in the district was detained and convicted last year as a result of our Safe Team's work and testimony.

Safe Team Updates



Safe Team Project Manager Manuel Madueno Going to LAPD

BID Safe Team Project Manager Manuel Madueno will be leaving the Fashion District BID at the end of March to join the Los Angeles Police Department Academy. Madueno was with the BID for three years and was recognized as the Fashion District BID Officer of the Year at the LAPD Booster Luncheon on March 25th.



Safe Team Senior Sergeant Ivan Garcia to Join LBPD

BID Safe Team Senior Sergeant Ivan Garcia has been offered employment as a police officer by the Long Beach Police Department. Garcia has been with the Fashion District for two years and received the 2014 LA Fashion District BID Safe Team Officer of the Year Award.

c) Describe your management team depth, including the ability to manage and support the team (s) if the On-Site Manager decides to leave or is terminated.

While the Venice Beach BID will be directly serviced by the Account Manager, the West Los Angeles Branch office has four (4) dedicated Operations Managers, and a Director of Operations. One of the Operations Managers will be dedicated to servicing the Venice Beach contract. This Operations Manager will have intimate knowledge of all operational aspects of the program, and will interface with the District staff and team on a regular basis. Should the On-Site Manager decide to leave, the dedicated Operations Manager will be able to step in seamlessly on an interim basis while a permanent replacement manager is sourced. With over 12,000 local employees, finding an internal candidate will not be a problem at all.

d) Describe any other company systems, services, and or procedures that augment or enhance your Safe Team services offerings.

Allied Universal's enterprise-wide record keeping system, WinTeam, is an application specifically designed for service companies. It comprises both operational and back office business components, as well as employee and customer portals. Additionally, the system is extended to mobile through an app providing specific functionality. The system is fully integrated and includes modules for Human Resources, Scheduling, Automated Time collection, Payroll, Billing, Accounts Payable, Accounts Receivable, Contract Compliance, Quality Assurance, Fixed Assets, and General Ledger.

WinTeam-Compliance Tracking and Training Reporting

WinTeam is our automated scheduling system that will provides the Venice Beach BID and our safety ambassadors with the most accurate, efficient scheduling available. WinTeam not only plans who is scheduled for work and when, it also integrates with our training compliance tracking software to ensure scheduled ambassadors have the necessary training, skills and certifications for the exact position they are scheduled for. Our quality scheduling protocols include:

- Providing all hours of contracted service
- Only scheduling safety team personnel who have received training specific to their assigned site
- Maintaining scheduling standards such as a maximum of 12 hours per shift, minimum of eight hours off between shifts, and at least 24 consecutive hours off each week

Our scheduling system records the requirements of each position and allows for effective tracking of all changes and reporting of same. We can also quickly and appropriately respond to call-offs due to illness or other events that could potentially disrupt fulfillment of coverage requirements. Allied Universal employees are given more than a week's advance notice of their schedules so they can effectively manage their time and personal commitments without compromising their professional lives and service delivery.

Security Supervision Technology. CyCop® is Allied Universal's unique, patented guard supervision technology. Each Universal security officer is monitored through CyCop® via a Smartphone, which is in turn supervised by Allied Universal's 24-hour Command Center. CyCop will be provided as a value add to the District at no cost or expense to the BID.

CyCop® enables Allied Universal and our clients to always know where their security officer is located at any time of the day or night. It keeps each security officer accountable for their duty and performance, and provides complete transparency and accountability from Allied Universal to our clients.

The CyCop® Difference. In the competitive world of security, there are numerous products that provide an off-the shelf guard tracking system. How is CyCop® different? CyCop® ensures that situations that arise are dealt with and resolved immediately. No incident is left unnoticed until the following morning or shift. Through CyCop®, our clients have full assurance that every post is staffed, guards are performing their duties and personnel remain safe.

Guard Tracking through CyCop®. Implemented at our client sites, the CyCop® system relies on both GPS and/or Barcode checkpoints set up throughout the building to track each standing Security Officer in real-time. Assurance of an Officer awake & alert at his or her post: Through CyCop®, Allied Universal is able to require an Officer to respond to an alert via the Smartphone every few minutes (i.e. 10 minutes). In the case that the officer does not respond immediately to the alert, or a roving Officer becomes inactive (no movement by GPS/barcode) for more than 10 minutes, or the Officer's cell phone is turned off, the Command Center will immediately be notified of the missed alert and call to inquire about and resolve the inactivity. If the Officer does not respond or cannot be found, a Roving Field Supervisor will be immediately dispatched to the site. GPS Map Tracking & Virtual GeoFence Boundary with CyCop: Allied Universal security professionals are tracked in real-time with CyCop® though GPS tracking. A virtual GeoFence surrounds the property and if any Officer moves past the boundary, an alert will be sent to the officer and to the Command Center for immediate resolution. Our Clients will receive a map monitoring report (shown below) every morning. You will be able to see the exact time an Officer is at any given location on your property, and the patrol routes of multiple officers during a shared shift.

e) Please provide your expectations of how the District is involved in the oversight of the contract and program management.

One word: **Partnership.** Allied Universal's most successful programs are those in which a true partnership is formed between provider and client. As the client, we would expect you to provide honest and unfiltered feedback, both good and bad. As the provider, we would expect the District to have an open mind with respect to suggestions and recommendations that we bring forward based on field observations and experiences. Just as you would want single points of contact at Allied Universal to each out to, we would expect the same of the District: a person or team whom we can reach out, to discuss any issues or concerns. The main goal for BOTH entities should be the satisfaction of the community we all serve, the stakeholders, as well as the visitors to this great iconic Southern California Beach Community.

6. Implementation Plan

Include an outlined plan to establish a new program, including timeline. If selected, Contractor will be asked to provide a detailed plan.

Our Contract Implementation Plan addresses all of the various items involved and required in establish the BID to an Allied Universal safe team operations. Work begins prior to contract award and continues through start-up, remaining in place for a minimum of thirty (30) days after service delivery begins. Generally, the Transition Plan unfolds in four (4) phases, each with a unique set of Critical Success Factors. The transition phases run concurrently with each phase-in timeline so there will be a variety of overlapping process that recur to serve each startup staffing package.

PHASE I - SUCCESS FACTORS	PHASE II - SUCCESS FACTORS
<ul style="list-style-type: none"> • Meetings with key BID personnel • Staffing the transition team • Identification of key stakeholders • Establish selection criteria for personnel • Assess staffing, training, office space, equip. needs. • Begin assessment of existing Post Orders • Plan validation with client • Ensure highly qualified candidates are complete with background checks to include additional flex force. • Submit all applicable candidates for credentialing as necessary. • Liaison with client to coordinate implementation • Distribution of “pre-launch” checklist • Contingency planning • Outline implementation benchmarks, measurement, methodology, time frames and phase deliverables 	<ul style="list-style-type: none"> • Meeting staff • Establish benchmarks & corrective action processes • Strategic/tactical service delivery issues, plan development • Determine assessment & feedback methods • Provide written report and recommendations on Post Orders for approval. • Develop SOPs & emergency procedures • Personnel selection & scheduling for supervisors and screeners. • Regular & specialized BID training • Equipment & uniform deployment • Benefits enrollment (if applicable) • Licensing and certification confirmation process • Transition launch contingency planning • Obtain credentials for all staff
PHASE III - SUCCESS FACTORS	PHASE IV - SUCCESS FACTORS
<ul style="list-style-type: none"> • Operations and HR audit setup • QA technology in-place & functioning • Safety processes in-place • Customer & employee review planned • Incident management tested • Inventory & transfer client-furnished equipment • Set-up payroll system and reporting • Training metrics achieved • Turnover mitigation initiated • Transition tasks completed • Transfer records 	<ul style="list-style-type: none"> • Setup ongoing meeting schedules • Overtime management • Credential compliance • QA inspections and submission of Quality Inspection Report for approval. • Ensure reoccurring airport training curricula, QA program and Incident reporting are in place. • Invoice accuracy • Post coverage • Safety & site audits • Customer Connection client surveys

- | | |
|--|---|
| <ul style="list-style-type: none"> • Review, develop, update Scope of Work Orders • Complete orientation and required training | <ul style="list-style-type: none"> • Incident management • Turnover reporting & mitigation • Post Orders maintenance & updates • Client meetings • Quarterly & Annual Executive Business Briefings |
|--|---|

We understand that the contract implementation is critical and must be performed flawlessly. Our safety program is focused on enhancing the experience of the business owners, property owners, visitors, residents (both permanent and temporary) and other stakeholders, while providing uncompromising safety from Day 1.

Transparency is key to a successful business partnership. Constant communication with stakeholders ensures that as a Company we are taking a proactive and strategic approach to problem solving and risk mitigation. By identifying concerns before they become real problems, Allied Universal is able to develop countermeasures to avoid potential pitfalls. Should a significant event occur which causes concern from the client or participating outside agencies, Allied Universal will conduct a Root Cause Corrective Action (RCCA) investigation and develop a specific and measurable plan to deter future occurrences, commonly referred to as a Corrective Action Plan (CAP).

As a part of the contract implementation plan Allied Universal will also ensure that a properly qualified and credentialed safety team is selected as well as a flex force which would be available for special event coverage and emergency situations (commonly referred to as “out of scope requests”). These safety team members will maintain the same qualifications, certifications, and training expectations and will be trained to allow seamless comprehensive scheduling when needed for call-offs and cross-platform coverage.

It should be noted that Allied Universal has successfully completed transitions in similar periods of time and is confident in the ability to do the same at the Venice Beach BID. **Allied Universal has tremendous local and national resources which will be used to the fullest extent in order to ensure a seamless contract implementation.**

30 Day Transition Plan for Venice Beach BID					
TASKS	Week 4	Week 3	Week 2	Week 1	Start
Administrative					
Award Notification					
Finalize Transition Schedule					
Begin Recruiting					
Transition Management Group					
Progress Meeting/In-person or Teleconference					
Order Vehicles					
Set-up Vehicle Maintenance/Fuel Account					
Prepare Electronic Interface					
Prepare Inventory & Transfer					
Order Uniforms					
Contract Review					
Certificate of Insurance					
Educate Branch Staff on Client Expectations					
Site Start Date					
Training					

Develop Site Specific Training Segments					
Orientation Training					
Develop On-going/Refresher Training					
Operations					
Develop Standardized Data Collection					
In-depth Site Familiarization					
Review of Existing Plan/Program					
Site Security Survey & Audit					
Develop Post Instruction Manuals					
Review Staffing Plan					
Develop Site Tests					
Client Review of Post Orders					
Finalize Bonus/Incentive Program					

7. Recruitment

a) Description of personnel policies, including equipment requirements, protocols for pre-employment, and hiring process, grooming, background screening, and selection procedures.

Our recruitment team will be led by Lawanda Payton (Staffing Specialist) whose goal is to ensure that we are attracting the best-suited individuals. The District can be assured that all employees will be in good overall physical and psychological health, and be able to perform all duties, including maintaining a neat, clean, professional appearance, and good personal hygiene. We begin to identify candidate prospects early on during recruiting, screening and hiring procedures.

Safety Ambassador quality begins even before a candidate for a position with the District is identified. Our dedicated recruiters identify only top quality candidates. In today's employment climate, it becomes even more important that we utilize our talents and resources to find individuals that represent the highest standards of both Allied Universal and our clients. Better recruiting translates into:

- "Best-fit" personnel for your environment
- Higher employee satisfaction
- Higher quality of performance
- High-quality, screened candidates
- Higher employee retention

Allied Universal Recruiting Resources

The first step is having a thorough understanding of your site-specific needs. This allows us to recruit by position and post. Some of the recruitment resources we use:

- aus.com/careers
- Promotions, employee referrals and bonuses
- Career websites (eg., Indeed, Career Builder, Employer Partnership for the Armed Forces, H2H, LinkedIn, Facebook)
- Colleges, universities and schools
- Former military and reservists
- Job fairs and open houses
- Police and fire departments, and rescue squads
- Professional organizations (eg., ASIS, BOMA, ICSC)
- Civic/community organizations
- Senior associations
- Veterans administration and organizations
- Strategic partnerships with: AARP, International Association of Jewish Vocational Services, National Indian Council on the Aging and National Asian Pacific Center on Aging.

1 million+ candidates in our hiring pipeline.
Hire only 5% of applicants.

Hire our HeroesSM

Allied Universal is committed to hiring veterans, reservists, their families and caregivers. Our company-wide military hiring program, Hire Our Heroes, is an essential part of our recruiting strategy. We have partnered with these military assistance groups to ensure our service men and women have opportunities as they transition back to civilian life:

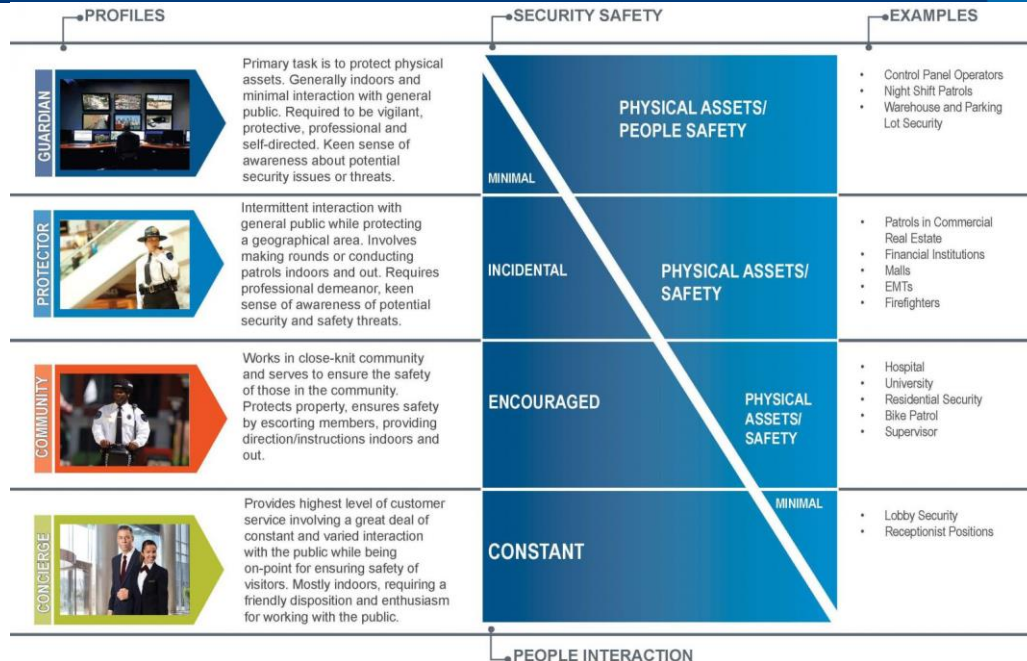


The vast number of recruiting resources we utilize along with our reputation for being a great place to work directly contributes to the more than one million candidates in our hiring pipeline. A large number of applicants means that we can select the right candidates for each program.

To ensure high quality employees that are the right fit and have the right skills for the District, Allied Universal uses an automated, highly customized Applicant Tracking System, Allied Universal|GatewaySM. Our easy-to-use, digital platform features advanced filtering, a paperless process, transparency, and integration into other Company applications.



One of the true differentiators in our recruiting process is the extra step that we take during the application stage. **In addition to completing our standard application information, candidates also answer questions related to their preferences for type of work environment.** These preferences correspond with profiles developed by an industrial psychologist, which allow for successful personnel to position matching with each post at the District.



The Guardian, Protector, Community and Concierge profiles are based on the level of people interaction, physical asset protection, safety awareness, and white-glove customer service that each position requires. The Company is not looking to fill a position with just any candidate. We go the extra mile to dig deeper to find the right person for you. When our employees are well matched to the position requirements, they stay longer in their position, are better engaged in their day-to-day responsibilities, and provide better service. Our ultimate recruiting goal is to find the best qualified candidate for every post. This translates into improved security professional quality and better results.

Screening

Background screening is an essential component in our process for selecting high caliber employees for Venice Beach BID. Initial conversations and recorded or phone interviews between recruiter and applicants provide an opportunity to evaluate demeanor, attitude and communications skills. Qualified candidates formally interview with hiring managers. Allied Universal's standard background screening process includes:

- Application Review & Assessment
- Interviews
- Electronic I-9 Employment Verification and E-Verify
- Social Security Check
- Criminal Background Check
- National Sex Offender Registry (except CA and NV where such checks can only be done in accordance with state law)
- Pre-employment Drug Testing
- Motor Vehicle Report (for those security professionals designated to drive a vehicle)

Application Review & Assessment - Careful analysis focuses on employment history and stability, and on experience/qualifications specific to the job opening.

Interviews - The initial in-person interview assesses punctuality and appearance and clarifies points of the candidate's application. Multiple interviews may be conducted, and candidates progressing beyond this level will attend our orientation program.

Electronic I-9 and E-Verify - Employment verification must be completed for all Allied Universal employees to present proof of citizenship or authorized alien status. All potential employees are processed through E-Verify, the government's employment eligibility system, as well.

Management Testing - Management testing may involve the Thomas Personal Profile Analysis, The Kenexa Manager assessment or The Kenexa Leadership assessment, depending on the position. These help assess candidates' management abilities, drive, maturity and people skills, and evaluate whether they are a good fit.

Social Security Trace - As an additional measure of precaution, we run Social Security checks on each candidate to verify identity and history of addresses. The latter is used to assure all associated addresses are considered when determining states and countries to be included in the criminal background check process. E-Verify is completed for all employees.

Criminal Background Checks - Prior to being posted, each employee undergoes a criminal records check, unless already checked as part of license/credential process by State. Where required, fingerprints are taken and submitted to the appropriate law enforcement agency for a detailed background investigation. Statewide criminal checks are also conducted when required. Allied Universal will only hire individuals who are suitable for employment in the positions for which they are being hired and who are eligible to hold a security guard license/credential where required by state law.

National Sex Offender Registry (except CA and NV where such checks can only be done in accordance with state law) - This additional step in the background check process searches the Federal Department of Justice, which includes real time listings of registered sex offenders. By searching the DOJ, the most complete and current report is available.

Pre-employment Drug Testing - Oral ten-panel drug tests are completed at orientation. Lab testing is available for hair follicle and alcohol testing at an additional charge.

Motor Vehicle Report - Security professionals designated to drive a vehicle are subject to Motor Vehicle Report checks and on-site training before they can operate a vehicle.

Education and Employment Verification - Education and employment checks can be completed for an additional charge.

LAPD Commission Certification - All applicants will be approved / licensed through the LAPD Commission prior to being deployed as Venice Beach safety ambassadors.

Allied Universal only hires 5% of all applicants. Our proven recruitment process allows us to identify the security professionals you need, when you need them.

b) Describe your ability to hire, train, and manage your employees, and in particular your On-Site Manager. Give examples of other programs or BID's.

Allied Universal has the most robust recruiting system in the industry, bar none. With a local staff of over 12,000 employees, and a national workforce of over 150,000, our ability to staff and recruit is second to none. Allied Universal employs regional recruiting directors, local recruiters, and staffing specialists whose sole job is to source, recruit, and hire the most talented work force in the industry. Each branch office has a dedicated recruiting team to handle this most important staffing function.

Allied Universal's industry leading training program begins with branch trainers, and is supported by regional training instructors. Our proprietary EDGE training program will be described in much more detail under section 7 g). All training compliance will be tracked through our WinTeam compliance tracker, and a login will be provided to the Venice Beach BID to live track all training and other compliance items.

Employees will be managed directly by our on-site manager, and will have branch office as well as corporate office support if needed. A branch Operations Manager will be assigned directly to the Venice account, and this Manager will be directly responsible for managing, and seeing that the On-Site Account Manager is receiving proper training, and managing the account in a proper manner.

Examples of this successfully working at other accounts would include:

The Fashion District BID in Downtown Los Angeles. Employees are recruited out of the Downtown Los Angeles branch, receive training through our local Los Angeles trainer and the EDGE training program. This account is managed on a daily basis by Ernesto Majado. Ernesto is managed by Brian Marsh, our General Manager for the Downtown Branch.

The County of Ventura contract. Employees are recruited from the local workforce in Ventura County, receive training through our trainer whom is certified with the County of Ventura as well as the EDGE program. The account is managed by Joseph Boehme and is overseen by Vice President of Operations Diana Sierra.

The Downtown Denver Partnership BID is a perfect example of how we developed a program from the ground up. We have several other contracts in the immediate area including the Denver RTD. The BID that formed realized our depth and understanding of the market and engaged with us to provide guidance to develop and implement a program. This has proved to be a tremendous success. This BID is listed as a reference.

c) Provide complete information about employee benefits

Allied Universal has been a long-time industry leader in providing meaningful and affordable employee benefits. There is a direct correlation between providing employee benefits and attracting high-caliber personnel. We also understand that when we take care of our employees, they take better care of our clients.

Employee benefits extend far beyond medical coverage. Employees who are offered benefits and fair compensation have peace of mind and a clearer focus on their daily job responsibilities. Additional advantages include:

- Less absenteeism and turnover
- Improved performance results
- Assistance and resources for both personal and professional issues

- Convenient options for managing financial well-being

Full-time employees must work a minimum of 30 hours per week to be eligible for health and welfare benefits, and 35 hours per week for vacation benefit eligibility. Below we list some of the many benefits we offer our employees.

Allied Universal Benefits



Medical Insurance

Medical plans offered to all benefit-eligible employees through payroll deduction and/or client contribution. Benefits offered pursuant to our eligibility requirements/ policy. Detailed information regarding coverage and premium costs is available. Estimates in this proposals are based on proposed and evolving regulations, plan structure and estimated participation.



Dental Insurance

Quality dental insurance offered to all benefit-eligible employees through payroll deduction and/or client contribution.



Vision Insurance

Vision Service Plan offered to all benefit-eligible employees – reduced rates for eye exams, glasses/ contacts, etc.



Disability, Life & Accident Insurance

- Benefit-eligible employees have the ability to participate in a Disability Insurance Plan.
- Basic life insurance offered to benefit-eligible employees at no charge. Additional, supplemental life insurance and AD&D is available to employees at a competitive rate.
- Accident insurance through MetLife offered to benefit-eligible employees.



Paycard

Employees have option to receive their pay through direct deposit or a cash paycard (where permitted by law). Paycards allow immediate access to wages without incurring check cashing fees.



Commuter Benefits Program

Transit and parking funds deductible via payroll (pre-tax basis) offered to benefit-eligible employees..



Anniversary Bonus Program

Available to all employees who completed one year of continuous service. Amount based on each full year of service completed; paid on employee's anniversary date. Security professionals can still arrange to take unpaid time off, but our experience has shown that money in hand is preferred to time off. This Bonus offers our valued employees greater flexibility, while also serving as an incentive for employees to stay therefore improving overall retention.



401(k)

Employees eligible to enroll anytime following six months of full-time employment.



Holidays

Security personnel receive time-and-a-half pay when working these holidays: New Year's Day, President's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day.



Employee Assistance Program & Legal Services

An employee assistance program and legal service is available to employees.



WorkPerks

Fringe benefits available exclusively to our employees for personal use (e.g., discounts on fitness memberships, cellular phone plans, retail merchandise and credit union access) through vendors such as AT&T, Sprint, Verizon Wireless, DIRECTV, Dell Computers, H&R Block, and VPI Pet Insurance.

NOTE Allied Universal reserves the right to change, amend or terminate the benefits programs and its options at any time.

Medical Insurance - Allied Universal offers medical plans to all benefit-eligible employees through payroll deduction and/or client contribution. Detailed information regarding coverage and premium costs is available.

MEDICAL PLAN OPTIONS

In-Network Features	Boon Minimum Essential Coverage (MEC) Plan	Boon Minimum Value Plan (MVP)	Aetna Minimum Value Plan (MVP)	Kaiser Traditional HMO Plan	Kaiser \$3,000 HMO
Deductible	N/A	N/A	\$5,000/individual \$10,000/family	N/A	\$3,000/individual \$6,000/family
Out-of-Pocket Maximum	N/A	\$3,150/individual \$12,700/family	\$6,350/individual \$12,700/family	\$1,500/individual \$3,000/family	\$6,000/individual \$12,000/family
Coinsurance	N/A	N/A	Employee pays 20%	N/A	Employee pays 30%
Preventive Care	100% covered	100% covered	100% covered	100% covered	100% covered
Office Visit (PCP)	Preventive only	\$15 copay regular / \$25 copay specialist	20% after deductible	\$40 copay	\$40 copay
ER	Not covered	\$400 (5-day hospital visit limit)	20% after deductible	\$125 copay	30% after deductible
Rx Drugs (retail)	Not covered	\$15 generic \$25 brand	\$10 generic \$50 brand	\$10 generic \$35 brand	\$10 generic \$30 brand

Note: Under the Aetna plans and the Boon MVP, employee can get coverage for in-network and out-of-network services; under the Kaiser HMO and the Boon MEC, employee must use network providers.

Dental Insurance - Allied Universal offers quality dental insurance to all benefit-eligible employees through payroll deduction and/or client contribution.

DENTAL PLAN OPTIONS

In-Network Features	Cigna Dental PPO Plan	Cigna Dental HMO Plan
Deductible	\$50/individual \$150/family	None
Annual Maximum	\$1,500	None
Preventive Care	\$0	\$5 Office Visit Fee
Basic/Restorative Services	20% after deductible	Varying Copay Amounts based on services provided
Major Services	50% after deductible	Varying Copay Amounts based on services provided
Orthodontia	Not covered	Varying Copay Amounts based on services provided

Vision Insurance - Allied Universal offers a Vision Service Plan to all benefit-eligible employees, which provides reduced rates for eye exams, glasses/contacts, etc.

VISION PLAN OPTIONS

In-Network Features	VSP
Exam	\$10 copay
Lenses (every calendar year)	Single vision, lined bifocal, and lined trifocal lenses included with cost of frames
Frames (every other year)	\$10 copay, plus \$130 - \$150 allowance 20% savings on amount over allowance \$70 Costco frame allowance
Contact Lenses (in lieu of glasses)	\$130 allowance 15% savings on contact lens exam

Life Insurance - Allied Universal offers Basic Life insurance to benefit-eligible employees at no charge. Additional supplemental life insurance and AD&D is available to employees at competitive rates.

BASIC LIFE INSURANCE

- \$10,000 in coverage
- Automatically enrolled if elect a Universal medical plan

Disability Insurance - Benefit-eligible employees have the ability to participate in a Disability Insurance plan.

Voluntary Disability Benefits

Voluntary short-term disability	
Benefit for employees in CA, NY, NJ, RI, and HI	20% of weekly earnings, up to \$1,075 per week
Benefit for employees in all other states	60% of weekly earnings, up to \$1,075 per week
Waiting period	Benefits begin after 14 days
Voluntary long-term disability	
Benefit	60% of monthly pre-disability earnings, up to \$14,000 per month
Waiting period	Benefits begin after 180 days

Voluntary Life Benefits

Who is Covered	Coverage Options
For Employee:	Purchase coverage in \$10,000 increments, not to exceed 5 times salary or \$500,000, whichever is less
For Spouse:	Purchase coverage in \$5,000 increments, not to exceed 50% of Employee coverage or \$100,000, whichever is less
For Child(ren):	\$5,000 or \$10,000 in coverage

Aflac Voluntary Benefits

- **Hospital indemnity insurance**
 - Provides a daily benefit for each day employee is confined in a hospital
- **Critical illness insurance**
 - Pays a benefit up to \$20,000 should the employee or covered dependent experience a covered illness, such as heart attack, stroke, Alzheimer's disease, or cancer
- **Accident insurance**
 - Pays a lump-sum benefit for accidental injury such as fractures, dislocations, loss of limbs, or ambulance and hospital expenses

Holiday Pay

Allied Universal recognizes 7 holidays. All security professionals working on the recognized holidays will receive 1.5 time standard wage. Holiday pay has been factored into the overall bill rate, however Allied Universal would like to discuss the option of perhaps taking this out of the bill rate and direct billing district as incurred.

Sick Leave Policy

All full time employees will be eligible for the Los Angeles City mandated 6 days of sick leave will employed for Allied Universal. This is subject to chance should City or other government entity mandate differently.

Vacation Pay

Eligible employees will be entitled to one week paid vacation after completion of one year employment and two weeks vacation pay after five years. Vacation pay has been factored into our overall bill rate quoted the district. Allied Universal would like to discuss the option of discussing billing this cost directly as incurred with the district as a possible cost savings initiative.

Incentives and Recognition

Quality that is rewarded is repeated. Formal recognition for exemplary service supports our culture of quality. Employee recognition also has a way of inspiring others to perform at a higher level. At the heart of this effort is a sincere appreciation for hard work, good judgment and continuous improvement. We strive to recognize and motivate security professionals for outstanding achievements, exceptional performance of every day duties and for being a true asset to the security team.

Incentives and Recognition	
	Security Professional of the Month, Quarter and Year Awards Recognize and reward security professionals for exceptional, outstanding and heroic performances of duty.
	President Leadership Award Recognition of site supervisors for their contributions in leadership, communication, management and team development skills.
	Account Manager of the Year & Support Person of the Year Winners receive a cash award.
	On the Spot Awards Recognizes employees for actions that go above and beyond our already high standards of quality.
	Length of Service/Tenure Awards Recognizes and rewards employees for period of continuous, loyal service at their 1, 3, 5, 10, 15, 20 and 25 year anniversaries.
	Quality Enhancement Ideas (QEIs) Employees can fill out a QEI form when they have an idea to improve a process. If the idea is implemented successfully, a cash award is available.
	Partners in Growth Referral bonus program.
	Personal and Professional Development A myriad of development resources including online courses, reading lists, a library of resources at branch/corporate training offices, and coaching from supervisors.

d) Explain how Venice-based, West LA based, and/or Los Angeles based staff will be recruited, and what criteria and means will be used to recruit staff

Allied Universal is very cognizant of the challenges potential safety personnel face as it relates to transportation and mobility in the greater Los Angeles marketplace. That is why we specifically and strategically place our own offices throughout Southern California rather than working out of one “mothership”.

We strive to hire employees who work and serve within their own communities. Not only do they have a vested stake in securing their own neighborhoods, but the travel factor is negated; thus creating a happy employee.

Our local office will hire local people, plain and simple. Detailed techniques on “how” we recruit were explained in section 7 a). Excellent sources for recruiting will be local job fairs, police explorer programs, and various regional job boards.

e) Describe the expected role the District will play in the initial and ongoing recruitment activities.

Other than vetting potential candidates once we have sourced should the District desire, there really is no need for the District to participate in the recruitment process. That is what we are paid to do and what we excel in.

f) Detailed Deployment Schedule

The proposed schedule is a fluid and changing schedule based on time of year, day of week, and time of day. Due to our intimate knowledge handling large, outdoor public venues in Southern California, we know that the emphasis should be put on putting the largest visible presence on the street when the most people are visiting, as well as those times when most undesirable events occur. Similar projects we handle include the Downtown San Diego BID, Santa Monica Place, Union Station in Los Angeles, and the various other BID’s we handle across the County.

Higher presence should be implemented in the Summer months days, Friday and Saturday evenings and nights throughout the year, and Saturday and Sunday days.

Please note that an emphasis has been put on having a very high percentage of the hours scheduled for the higher pay scales (supervisors and site leads). This was done for several reasons:

1. This work is being performed in a highly challenging environment. Higher wage translates to a higher caliber individual to perform the tasks at hand.
2. Higher tiered and higher paid employees are less likely to leave. Seasoned and tenured employees should be the emphasis for this program. It does neither us as the provider, nor the District, any good if we burn through low paid employees. We want employees that learn this program to stay with this program.
3. The lowered paid safety team members should be used when the higher presence is called for, and when they can be paired with one of the higher paid team leaders for deployment. We would try and avoid having two lower tiered safety members patrolling together if at all possible.

We recommend that safety teams be deployed in two man teams. This has proven to be an effective strategy on our larger accounts where frequent interaction occurs with the homeless and mentally ill. By position:

Account Manager: Dedicated On-site Account Manager will be a salaried position, the cost for which will be built into the overall bill rate, so it is not a billable position. This person should personally staff the office provided by the BID at a minimum of five days per week, year round. As a salaried employee, however, this person would be available 24/7/365 should the need arise. A suggested schedule for this individual would be as follows:

Tu-Th 0800 – 1700
Friday 1000 – 1900
Saturday 1000 – 1900
Sunday and Monday off

Supervisors: We have factored in 56 HPW for field supervision. The field supervisors have the same duties as the standard officers but the added responsibility of conducting inspections and overseeing the day to day work of the field personnel. There should be one field supervisor scheduled each and every day of the year. The most opportune time to schedule the Field Supervisor is the swing shift so he can conduct briefs with safety team members getting off day shift, and prepare those that are on graveyard.

7 days per week: 1600 – midnight

Senior Leads: We have factored in 112 HPW for senior Leads. The senior lead is responsible for leading the teams when there are no field supervisors scheduled. Senior Leads are scheduled to assist team members on day and graveyard shifts.

7 days per week:
1 on duty Midnight to 0800
1 on duty 0800 – 1600

Standard Safety Team Members: The number assigned to this position should vary throughout the year. Emphasis should be put on the heavy use times as stated above. As an average, we believe we should figure approximately 336 HPW for this position.

7 days per week
3 on duty 0800 – 1600
2 on duty 1600 – midnight

Friday and Saturdays
1 additional 0800 – 1600 (summer especially, can be adjusted in winter)
1 additional 1600 – midnight (year round)
1 additional midnight – 0800 Sunday (year round)

g) Training: Provide details of proposed training (both initial and ongoing) including topics, instructors, schedule, etc. Including training module with learning objectives. Include any training for any specialized equipment.

SAFETY TEAM TRAINING

The Allied Universal | **EDGE**® [Educate, Develop, Grow and Engage] is our proprietary training and development program which includes our Learning Management System (LMS), which provides employees with on-demand access to modules that prepare them for future responsibilities and career opportunities. Our experience shows that virtually every measure of quality can ultimately be tied back to the quality of our training program. Allied Universal | **EDGE** goes beyond traditional training, providing enhanced course offerings, additional compliance functionality and more opportunities for employee growth. Allied Universal | **EDGE** is comprised of a nationwide network of more than 100 trainers; online, classroom and self-

study training; a mentoring program; industry-specific and leadership training; and multiple other learning and development programs. For more information, go to www.AlliedUniversalEdge.com.



All Safety Team personnel assigned to the Venice Beach BID will receive 16 hours of pre-service training, an additional four hours of formal bike training. Ongoing training is part of our curriculum.

Safety Team professionals first receive Level I basic training, followed by Level I-Practical Application, which covers on-the-job requirements. After passing Level I training, safety team training focuses on orientation training, including the history of the Venice Beach, businesses, historical sites, schools, public transportation, parks and other attractions. Safety guide coursework covers the following topics.

- | | | |
|--------------------------------|-----------------------------|-------------------------------------|
| • CPR/AED/First Aid | • Supervisory Skills | • Patrol Techniques |
| • White Glove Customer Service | • Working with the Homeless | • Radio Communication Protocols |
| • Work Safety | • Crime Scenes | • Report Writing |
| | | • Management of Aggressive Behavior |

Essentials Orientation

Essentials Orientation prepares our safety team to be ready for Practical Application training when they arrive at their work site. Level I Essentials Orientation is where safety guides learn the fundamentals of their responsibilities. This course normally is delivered as an instructor-led classroom course and is also available online at district offices. The curriculum includes: **Welcome to Allied Universal; Dare to be Safe; Legal Powers and Limitations; Employee Relations; and Client Experience.**

All topics are tested for comprehension during the final exam, which employees must successfully pass. Upon graduation from Level I Essentials Orientation, each safety team member receives an Allied Universal employee handbook and a briefing on their upcoming Level I Practical Application Training for site-specific skills.

Practical Application

Practical Application occurs on site, is site-specific; and customized to the Venice Beach's BID site needs. The Practical Application Checklist is completed and entered into WinTeam, our online employee database, providing a checkpoint for this important phase of training. Allied Universal professionals who understand

your specific requirements train the safety team members. The Checklist and Workbook consist of a wide range of topics including:

<ul style="list-style-type: none">• Access Control• Bomb Threats• Electrical Emergencies• Emergency Contacts• Equipment Removal Procedures• Fire Alarm Response• ID Checks	<ul style="list-style-type: none">• Key Control• Mechanical Emergencies• Media Relations• Medical Emergencies• Opening and Closing Procedures• Parking and Enforcement• Parking Lot Security	<ul style="list-style-type: none">• Patrol Techniques• Post Responsibilities• Report Writing• Terrorism Awareness• Use of Telephones• Vehicle Assistance• Water Leaks• Weather Emergencies
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Master Safety Guide Program

Our Master Safety Guide program provides initial and ongoing training opportunity for personal and professional growth. The program is voluntary and consists of 20 self-study courses covering various topics important to Allied Universal, our clients and the safety and security industry.

MASTER SAFETY GUIDE CURRICULUM				
Level 1	Level 2	Level 3	Level 4	Level 5
<ul style="list-style-type: none"> Safety Guide Basic Course and Final Exam On-the-job Training, Checklist & Guidebook 	<ul style="list-style-type: none"> Fire Safety Officer Physical Security & Loss Prevention Patrol Crime Prevention & Response Workplace Safety 	<ul style="list-style-type: none"> Advanced Report Writing Preventing Workplace Violence Emergency Situations Dealing with Aggressive Behavior Terrorism Awareness & Response 	<ul style="list-style-type: none"> Customer Intimacy Time Mgmt Basic Investigations Cultural Diversity Strikes, Pickets & Crowd Control 	<ul style="list-style-type: none"> Interpersonal Communications Managing Conflict Interviewing Witnesses & Suspects Teamwork Principles of Leadership

CPR/First Aid/AED Certifications

Allied Universal offers CPR (adult and children's), First Aid and Automated External Defibrillation (AED) training. Many of our full-time trainers are certified instructors. Training is typically conducted at our local office; although, in many cases, our trainers will go to client sites as well. Upon completion, we ensure that the safety guides receive the appropriate certificates, and we track certification anniversary dates in our web-based compliance system.



To provide the Venice Beach with the highest levels of customer-service oriented safety team, we offer a number of courses to include **White Glove Customer Service Training**, and **Learning that Emphasizes Assistance and Preparation (LEAP)**.

COURSE	DESCRIPTION	TOPICS
White Glove Customer Service Training	This 4-hour classroom training course is facilitated by an Allied Universal safety team-certified Trainer and educates the employee in how to provide the highest level of customer service. It is to be completed within the first 60 days of employment.	<ul style="list-style-type: none"> Internal and external customers and their expectations The importance of perception Telephone skills Tips for delighting customers How to handle customer complaints Effective Listening
LEAP Program	Learning that Emphasizes Assistance and Preparation (LEAP) is a series of training modules that cover a range of site-specific topics. Each module lasts approximately one hour. Your account manager will work with you to select appropriate LEAP modules for ambassadors assigned to your account.	<ul style="list-style-type: none"> Fire alarms Medical emergencies Suspicious persons/disturbances Water leaks Power outages Customer service Safety awareness Elevator entrapments

SPECIALIZED SAFETY GUIDE TRAINING

Bicycle & Segway Patrols

Bicycle & Segway Patrol Training is a two-part course, delivered online (or book) and on-the-job. A supervisor or manager provides on-the-job training after successful completion of the course work and final exam. Topics include: Bicycle/Segway Basics, Rules of the Road, Bicycle & Segway Safety, Preparation for Patrol, and Patrol Equipment and Maintenance.



Homeless / Social Services

Most cities experience some level of having a homeless population. Our goal is to build partnerships with local police and social service organizations to improve quality of life issues that affect everyone: Thefts from vehicles, homelessness issues, and vandalism. Where homeless persons are camped out in front of building entryways, safety team members inform and motivate homeless persons to seek available assistance.

Mass Gatherings and Youth Behavior

Gangs and mass gatherings are no longer just a problem for those who live in crime ridden neighborhoods where gangs thrive; today, they are everyone's problem. Groups share common characteristics: Wearing of distinct clothing or using particular hand signs or signals. Our ambassadors are trained to recognize gang characteristics, to observe and record relevant information to assist local Police.



Narcotics

Illegal narcotics have become a serious problem for communities across America, both wealthy and poor. Our safety guides are trained to recognize the presence and use of narcotics, dangerous drugs, drug related paraphernalia and their use, and what to do when they come across drug paraphernalia them. Training includes observation techniques and recording of relevant information to assist police.

When you partner with Allied Universal, your brand and image are protected too. Our safety team members are the difference. Our training process culminates with Quality Assurance evaluations to determine the true effectiveness of the training as evidenced by trainee feedback and on-the-job performance. Program evaluations also include an evaluation of instructors and training materials.

8. Performance Improvement, Management & Reporting

a) Please describe the methods you use to evaluate these attributes and methods for seeking improved performance.

Quality Assurance

Proactive and Ongoing

Our Quality Assurance efforts will be proactive and ongoing throughout the term of the safety program. Our desire to identify opportunities for improvement and share best practices helps us keep your program fresh, and our service offerings geared to your unique needs. All safety programs, whether they've been in place for 10 months or 10 years, are carefully reviewed and monitored to ensure contractual obligations are met and your program is efficient and successful.



A Team Approach to Quality Assurance

Most quality improvements take place in our organization through teamwork.

- Senior management works together to develop and implement plans for Allied Universal's future.
- We use cross-functional groups for special quality-improvement initiatives.
- Our branch staff functions as a team, working toward the common objective of providing service that delights our clients.
- We operate as empowered work teams at our client sites.
- Staff are trained to undertake their tasks and given appropriate authority within the scope of their responsibilities.
- We implement quality action teams for special projects at all levels of the organization.
- All appropriate documentation is maintained, controlled and archived.
- Our internal teams work together with our clients to conduct Quality Business Reviews and Customer Service Reviews to be sure we are providing the best possible security services and to identify any new needs or areas in need of improvement.

Quality Business Review and Customer Service Reviews

We conduct regularly scheduled meetings between the District management team and Allied Universal local management. We assess performance, report issues, and identify areas that can be improved. These reviews are designed to reflect on what we have accomplished together and to benchmark and establish measurable goals.

Performance Measurements

The ultimate goal of our contract can be interpreted in only one way: Building great value for the District by continuously providing superior customer service. Accomplishing this goal requires meeting several subordinate goals including:

- Providing an exceptional management effort to ensure contract terms and goals are met.
- Recruit and retain employees of uncommonly high quality.
- Maintain a focused effort of continuous service improvement.

To ensure quality service and identify opportunities for further improvement, Allied Universal critically assesses our performance by measuring the following key areas:



Customer Action Plan

We utilize a formal Customer Action Plan for any and all issues that could arise at the District, which documents your concerns and assigns a due date and responsible party to correct the situation. Once the issue is addressed and properly handled, we ask that you sign the Customer Action Plan Form to acknowledge that those concerns were addressed successfully.

Internal Quality Audit

The District's safety program is reviewed regularly to be sure we are meeting the ever-changing needs of our clients. Allied Universal's new initiatives and enhanced training programs are the results of our internal quality audits. We continuously review our services and programs to ensure we meet and or exceed the District's expectations and specifications.



Continuous Improvement through Allied Universal|VoiceSM

Allied Universal is committed to continuous improvement based on the District's feedback. Allied Universal|Voice is our innovative, formal voice of the customer program that enhances communication and measures and tracks client and employee satisfaction.

The District's tailored security solution is built on its unique needs and goals. Your voice is heard and respected - and your ideas and suggestions prompt action. Allied Universal is committed to listening to you in a formal, structured manner that includes a closed-loop process to ensure actions are taken promptly, and delivers peace of mind.

Employee Survey/Feedback Process

Security professionals who are engaged and committed will provide better security for you. Simply put, when employees are happy, they are loyal and stay longer. Minimizing security professional turnover is a priority and survey data supports retention strategies.

We survey our employees annually. We request feedback from our security professionals through a formal process that tracks responses to identify trends and guide continuous improvement initiatives.



Daily Issue Resolution


While the local West Los Angeles branch will continue to serve as your primary contact, additional resources are available during and after normal business hours including an Allied Universal|Voice toll-free hotline, email and online form (also accessible from mobile devices), all devoted exclusively to client communication.


Your inquiries will be logged into our database and assigned a case number. All cases are monitored to ensure action plans are developed and executed in a timely fashion. To ensure results are delivered to your satisfaction, every case is tracked electronically until resolved.


Allied Universal|Service Assurance Center

The Allied Universal|Service Assurance Center is available to assist the District after hours, and for special emergency needs. Allied Universal|Service Assurance Center Advantages:

Service Assurance Center

**24/7/365**
Operates round-the-clock.

**Calls Forwarded**
Branch office calls are forwarded to the Service Assurance Center at the close of each business day.

**Immediate Notification**
Service Assurance Center dispatches calls and messages immediately to the appropriate manager (home phone, pager, or cell phone).

b) Provide sample copies of Contractor's forms and procedures for investigating and reporting incidents:

Daily Reports and Incidents

Allied Universal has had many years to develop sound processes and practices as a base model for all projects to adopt and implement. Personnel files, quality control inspections, training schedules, archived post schedules and duty logs are all kept at Allied Universal's regional office and organized and maintained by management staff.

Allied Universal goes through great measures to train our supervisory and management personnel on business systems and processes to successfully administer their contract, not only to satisfy the contractual requirements, but to satisfy all corporate and departmental requirements as well.

Allied Universal makes the best use of electronic media to archive legacy documentation and reports. Back-up copies of electronic files are made and kept in an off-site location for security and retrieval should an incident occur on the Venice Beach contract that damages or eliminates the original files.

Additionally, all contract-related plans and procedures will become regular agenda items to review during Quality Control inspections, and coordinated with the Venice Beach for updates and revisions as needed.

Actual hard copy forms found on the following pages:



DAILY JOURNAL & OPERATIONS LOG

ORGANIZATION OR INSTALLATION		LOCATION		PERIOD COVERED			
				FROM	TO		
				HOUR	DATE	HOUR	DATE
I AM ACCOUNTABLE FOR ALL EQUIPMENT LISTED BELOW							
RADIOS		CLOCKS		BEEPERS		FLASHLIGHTS	SET/# OF KEYS
OTHER							
ITEMS NO. 1 THROUGH 13 MUST BE CHECKED (X) YES OR NO. ITEMS CHECKED YES MUST BE EXPLAINED ON LOG.				TIME		INCIDENTS, MESSAGES, ORDERS, ETC.	
				START	END	ACTION TAKEN	
	YES	NO	WERE THERE ANY:				
1			SPECIAL ORDERS				
2			FIRE DOORS, EXITS BLOCKED				
3			OTHER FIRE HAZARDS				
4			SECURITY, EXIT LIGHTS OUT				
5			OTHER SAFETY HAZARDS				
6			EQUIPMENT LEFT ON				
7			WINDOWS, DOORS UNLOCKED				
8			FILES, SAFES OPEN				
9			OFFICES UNLOCKED				
10			PARKING VIOLATIONS				
11			PROPERTY DAMAGE				
12			DEFECTIVE EQUIPMENT				
13			PASS ON SPECIAL ORDERS				
SECURITY OFFICER ON DUTY				RELIEVING SECURITY OFFICER			
SIGNATURE				SIGNATURE			



INCIDENT REPORT

CRIMINAL	TYPE OF INCIDENT OPERATIONS	SERVICES
_____ Assault	_____ Alarm	_____ Medical / Emergency
_____ Robbery / hold up	_____ Fire	_____ Lost / found property
_____ Burglary	_____ Operations emergency	_____ Assist other departments
_____ Harassment	_____ Personal accident	Other _____
_____ Sex offence	_____ Auto accident	_____
_____ Stolen vehicle	_____ Bomb threat	_____
_____ Theft	_____ Unsecured property	
_____ Vandalism	_____ Smoke / odor invest.	
_____ Under age drinking	_____ Safety hazard	
_____ Narcotics (use / possession)		
_____ Disturbance		

Date of incident ____ / ____ / ____ Time of incident ____ AM ____ PM ____
Date of incident reported ____ / ____ / ____ Time of incident reported ____ AM ____ PM ____

Complainant / Person Reporting :

Name _____ Age _____ Sex _____ (M) _____ (F)
Address _____ Work phone _____ Home Phone _____
City _____ State _____ Zip _____ Cell Phone _____

Is reporting party involved in the incident _____ Yes _____ No

If no describe relationship to the reporting party (witness, relative, etc.) _____

Victim(if other than reporting party) :

Name _____ Age _____ Sex _____ (M) _____ (F)
Address _____ Work phone _____ Home Phone _____
City _____ State _____ Zip _____ Cell Phone _____

How was report received _____ At time of incident _____ Delayed in person _____ Delayed in person
Reason for the delay (if any) _____

Were the local authorities notified _____ (yes) _____ (no) by whom _____
Police _____ Fire _____ Ambulance _____ Officers badge/vehicle # _____ # _____
Time of arrival _____ (AM) _____ (PM) _____

Contract / Location _____

Type of premises _____ Mall _____ Office Building _____ Bank _____ Construction _____
Condominium _____ Parking Garage _____ Nursing home _____ Other _____

Exact location of incident (Give Landmarks) _____

Was client notified _____ (Yes) _____ (No) Whom Notified _____
(Name and Title)

Was Account Supervisor Notified _____ (Yes) _____ (No)

c) Explain how you propose to be held accountable by the District and how performance of the Safe Team will be measured and demonstrated.

Key Performance Indicators

The Allied Universal safety program will be built upon key performance indicators (KPIs) agreed to by the District and Company. KPIs generally can be divided into four general categories. The components that fall under each category are listed below.

KEY PERFORMANCE CATEGORY	KEY COMPONENT FOR MEASUREMENT	
Compliance	<ul style="list-style-type: none"> Post Staffing Personnel Staffing Training <ul style="list-style-type: none"> Post Order Testing CPR, First Aid, AED 	<ul style="list-style-type: none"> Uniform Compliance Background Check Compliance
Quality	<ul style="list-style-type: none"> Training <ul style="list-style-type: none"> Continual and Annual Refresher Drills Book Club Non-billable Overtime Personnel Turnover (Annual) Paycheck Accuracy 	<ul style="list-style-type: none"> Invoice Accuracy and Timeliness Incident Report Quality Best Practice Evaluation After Hours Post Inspections Access Penetration Tests
Dependability	<ul style="list-style-type: none"> Emergency Response: Critical Errors Alarm Response: On-site and Off-site Guard Tour Rounds 	<ul style="list-style-type: none"> Post Order Upkeep Recruit
Customer Satisfaction	<ul style="list-style-type: none"> Customer and Officer Surveys Cost Savings 	<ul style="list-style-type: none"> Site Client Contact

KPIs scores are weighted based on District-defined customer service criteria. Scores are categorized below.

100 – 90%; Exceptional Performance

Supplier consistently exceeds expectations. Supplier continually; encourages individual and team growth; honors the service commitment to the District; offers development programs that enable the employees to do their jobs with skill and confidence; rewards and recognizes service excellence, team success and individual achievement; and builds trust, respect and integrity in every relationship and interaction.

89.99 – 80%; Strength Area

Supplier consistently meets expectations by remaining results-oriented, customer-centered, focused, disciplined, proactive and agile.

79.99 – 70%; Demonstrates Competency

Supplier meets expectations.

69.99 – 60%; Needs Improvement

Supplier does not consistently meet minimum expectations. Supplier would need to present a comprehensive performance improvement plan to the District.

59.99% or below; Unsatisfactory

Supplier fails to meet the minimum expectations.

Allied Universal customizes KPIs and KPI reports to each client engagement. The measurements described are proposed key performance indicators to be used to gauge the success of any resulting contract between Allied Universal and the Venice Beach BID. Implementation of this program would consider the following:

- Data would be collected and tracked monthly by Allied Universal’s account manager.
- Overall performance results will be reviewed as part of a Quality Business Review.
- All Key Performance Indicators can be adjusted by the District.
- Targeted thresholds will be reviewed and mutually accepted as reasonable.

Our General Manager and the District will evaluate the scorecard at pre-determined periods.

d) Describe the various periodic reporting matrices that will be used that support data based on decision making and “telling the story”.

The processes previously noted in 8 a) and 8 c) describe the “how” of how we are held accountable. The following pages show examples of the actual matrices that can be utilized to provide supporting data.

1.0 COMPLIANCE

This category will measure contract compliance ensuring that the supplier conforms to the stated requirements.

1.1 Post Staffing

Definition:	All posts will be covered by licensed Allied Universal personnel. Each post is essential and it is assumed that a vacant post leaves a critical gap in security coverage.	
Calculation:	Number of <i>actual</i> hours staffed divided by the number of expected hours during the reporting month.	
Thresholds:	Exceeds 100% Full Points	Marginal < 100% 0 Points

1.2 Training: CPR, First Aid & AED

Definition:	All officers assigned to the account must complete all required CPR, First Aid & AED training within 60 days of assignment. Re-certification must be completed in accordance with the certifying authority for any of the above certifications.	
Calculation:	Number of employees within compliance divided by the number of employees assigned to the account, which are required to be compliant.	
Thresholds:	Exceeds 100% Full Points	Marginal < 100% 0 Points

1.3 Uniform Compliance

Definition:	Supplier will ensure that all officers onsite are properly uniformed. Each site will conduct random post inspections and send results to District.	
Calculation:	Number of personnel that are <i>properly uniformed</i> divided by the number of personnel audited.	

1.3 Uniform Compliance

	Exceeds	Needs Improvement	Marginal
Thresholds:	100%	99.9 – 98%	< 98%
	Full Points	Half Points	0 Points

2.0 QUALITY

This category will measure the supplier's ability to provide a quality program.

2.1 Non-Billable Overtime

Definition: Supplier will maintain required staffing levels, effectively monitor time off approval procedures, schedule personnel effectively and allow reasonable weekly hours worked for personnel.

Calculation: Total number of *non-billable overtime hours worked* during the quarter divided by the total number of hours worked during the quarter

	Exceeds	Needs Improvement	Marginal
Thresholds:	0 – 3%	3.01 - 5%	> 5%
	Full Points	Half Points	0 Points

2.2 Personnel Turnover (Annual)

Definition: Supplier must be able to place and retain personnel who will deliver consistent, high quality service.

Calculation: Number of employees terminated for cause during the last 12 months divided by the current total number of employees.

	Exceeds	Acceptable	Marginal
Thresholds:	0 – 40%	40% - 60%	> 60%
	Full Points	Half Points	0 Points

2.3 Invoice Accuracy

Definition: An error consists of an inaccurate amount (positive or negative) listed on an invoice presented to the customer for payment.

Calculation: Total number of invoices errors during the quarter.

	Acceptable	Marginal	Unacceptable
Thresholds:	0 – 3 Errors Per Quarter	4 – 5 Errors Per Quarter	> 5 Errors per Quarter
	Full Points	Half Points	0 Points

2.4 Invoice Timeliness

Definition: Invoices are expected to be submitted in a timely, agreed upon manner.

Calculation: Number of days invoices are submitted after the scheduled due date

2.4 Invoice Timeliness

Thresholds:	Acceptable	Needs Improvement	Unacceptable
	On or Before Scheduled Due Date	1 - 2 days after scheduled due date	3+ days after scheduled due date
	Full Points	Half Points	0 Points

3.0 DEPENDABILITY

This category will measure the degree to which the supplier is able to perform services consistently and reliably.

3.1 Post Order Upkeep

Definition: All annual reviews of post orders are completed. Each site's post orders will be reviewed once per year and spread out over 4 quarters.

Calculation: Total number of post order changes completed correctly divided by number of post order changes required

Thresholds:	Exceeds	Needs Improvement	Marginal
	100%	99.9 - 90%	< 90%
	Full Points	Half Points	0 Points

3.2 Personnel Staffing Levels

Definition: Supplier is required to maintain adequate staffing levels sufficient to cover all contractually agreed upon posts.

Calculation: Number of personnel during the reporting period divided by the number of personnel required to be fully staffed.

Thresholds:	Acceptable	Needs Improvement	Unacceptable
	100 - 95%	94.9 - 90%	< 90%
	Full Points	Half Points	0 Points

4.0 CUSTOMER SATISFACTION

This category will measure the degree to which the supplier meets the expectations of the customer.

4.1 Customer Survey

Definition: A Customer survey should be issued to pre-determined client management representatives as specified by the client representative. The survey should be issued quarterly, alternating client management so that individuals complete the survey semi-annually. The results should be compiled and delivered to the authorized client representative no later than the 5th business day of the month following the end of a quarter.

Calculation: Pass – Survey was conducted within specifications / Fail – Survey was *not* conducted within specifications.

Thresholds:	Pass	Fail
	Full Points	0 Points

4.2 Officer Survey

Definition: The percentage as listed on the quarterly survey given to Security Officers related to overall job satisfaction. Each site to complete a survey once yearly.

4.2 Officer Survey

Calculation: Percentage taken from the Officer Survey

Thresholds:

Exceeds	Acceptable	Marginal
100 - 85%	84.9 - 70%	< 70%
Full Points	Half Points	0 Points

Weight Summary			
Category	Weight	Criteria	Max Points
1.0 Compliance	25%	1.1 Post Staffing	10
		1.2 Training: CPR, First Aid, AED	10
		1.3 Uniform Compliance	5
2.0 Quality	35%	2.1 Non-Billable Overtime	5
		2.2 Personnel Turnover (Annual)	10
		2.3 Invoice Accuracy	10
		2.4 Invoice Timeliness	10
3.0 Dependability	15%	3.1 Post Order Upkeep	5
		3.2 Personnel Staffing Levels	10
4.0 Customer Satisfaction	25%	4.1 Customer Survey	10
		4.2 Officer Survey	5
		4.3 NAM: Site Visits	10

e) Describe evaluation procedures and the role the District will have in such activities.

The processes and matrices are described in previous sections. The data described above is obtained from internal monitoring as well as monthly surveys that are answered and filled in by you, the customer. Data collected is scored, compiled, and presented to customer at each scheduled performance meeting, which will be held bi-weekly initially, then monthly, and finally quarterly.

Our goal is to provide value and service to the District and it's stakeholders. Ultimately it is entirely the role of the District to determine whether we are meeting and exceeding delivery expectations.

9. Equipment & Uniforms

a) Cleaning Supplies and tools for manual cleaning and safe handling of materials.

Not necessarily applicable to the Safe Team but all safety officers will be provided disposable gloves to wear when dealing with litter removal, and handling items belonging to homeless individuals.

b) Cleaning equipment (steam cleaners, power washers, gum removers, etc.) which shall be maintained in working order.

No cleaning equipment mentioned above will be needed for Safe Team members. But the following equipment will be provided for the Safe team members at no cost or expense to employee:

- Highly visible safety team uniforms
- Bicycles equipped with all necessary safety and first aid equipment
- Dedicated vehicle for Account Manager and / or supervisory usage. Will be fully equipped with light bar, cones, first aid supplies, and caution tape. Cost will be built into the overall bill rates.
- Computer for Account Managers
- 3 CyCop units which can be used to track and monitor safety teams in “real time”, and can be used as an excellent reporting tools as well. Cell phone capable for communications.
- Radios
- Utility belts and keeper

c) Vehicles needed for transportation or disposal of garbage

Vehicle will be provided and utilized as described above.

d) Reporting equipment which is utilized to track work orders, respond to complaints, or generate reports on accomplishments

Allied Universal has proposed to utilize our proprietary guard tour management system CyCop as a value add to the District.

Security Supervision Technology. CyCop® is Allied Universal’s unique, patented guard supervision technology. Each Universal security officer is monitored through CyCop® via a Smartphone, which is in turn supervised by Allied Universal’s 24-hour Command Center.

CyCop® enables Allied Universal and our clients to always know where their security officer is located at any time of the day or night. It keeps each security officer accountable for their duty and performance, and provides complete transparency and accountability from Allied Universal to our clients.

The CyCop® Difference. In the competitive world of security, there are numerous products that provide an off-the shelf guard tracking system. How is CyCop® different? CyCop® ensures that situations that arise are

dealt with and resolved immediately. No incident is left unnoticed until the following morning or shift. Through CyCop®, our clients have full assurance that every post is staffed, guards are performing their duties and personnel remain safe.

Guard Tracking through CyCop®. Implemented at our client sites, the CyCop® system relies on both GPS and/or Barcode checkpoints set up throughout the building to track each standing Security Officer in real-time. Assurance of an Officer awake & alert at his or her post: Through CyCop®, Allied Universal is able to require an Officer to respond to an alert via the Smartphone every few minutes (i.e. 10 minutes). In the case that the officer does not respond immediately to the alert, or a roving Officer becomes inactive (no movement by GPS/barcode) for more than 10 minutes, or the Officer's cell phone is turned off, the Command Center will immediately be notified of the missed alert and call to inquire about and resolve the inactivity. If the Officer does not respond or cannot be found, a Roving Field Supervisor will be immediately dispatched to the site. GPS Map Tracking & Virtual GeoFence Boundary with CyCop: Allied Universal security professionals are tracked in real-time with CyCop® through GPS tracking. A virtual GeoFence surrounds the property and if any Officer moves past the boundary, an alert will be sent to the officer and to the Command Center for immediate resolution. Our Clients will receive a map monitoring report (shown below) every morning. You will be able to see the exact time an Officer is at any given location on your property, and the patrol routes of multiple officers during a shared shift.

Reporting: Daily Activity Reports (DARs) are provided to our clients daily, via email, and accessible online through the CyCop® secure web portal, 24/7. CyCop retains all Daily Activity Logs and reports can be searched by keyword, date, activity type, Officer, etc for easy retrieval of information. These reports are stored indefinitely in a central database for historical data. Using their CyCop® Smartphone, Allied Universal security professionals create their DARs throughout their shift so information is updated as situations arise. The system is intuitively written to help assist Officers with ensuring that they collect all relevant information for incidents, with prompts and pre-established fields. Officers may also take digital color photographs with their Smartphones, which are attached to DARs. Incident alerts and activity types may be customized by site to be notified of when an incident or activity of a specific nature occurs.

Incident Reports: Incidents are documented directly into CyCop. Incident reports are then placed under a single case number and provide the ability to attach pictures, videos, as well as scanned images of any evidence. The Account Manager can then append notes to these Incident Reports for a final Case report to be submitted in an Adobe Acrobat document to the client. This system is a complete case management system allowing for easy retrieval of information in the event of a lawsuit or other investigation.

Activity Statistics: In CyCop, Activity Statistics allow you to see the amount of time and number of occurrences which a particular activity took place. Each site will have detailed information regarding all activity types occurring on-site.

e) Describe how equipment will be maintained

All equipment provided will be maintained in a top notch fashion. As described earlier, each and every post will be inspected at some point during each and every shift. Part of every post inspection is a visual check of the safety team member's uniform and equipment. Any damaged or worn piece of equipment will be immediately addressed and replaced as needed.

10. Communications and Technology

a) What equipment will be needed to maintain contact with the office, fellow team members, and supervisors and management?

As previously mentioned, Allied Universal will provide 3 CyCop equipped cell phones as a value add, no cost communication system for the District Safe Team personnel. This will allow every team that is deployed to have access to at least one of the CyCop units. Every member of the team will have a radio, including a radio that will be kept at all times at the District provided office space.

b) How will complaints and requests for service be received and dispatched for action?

Any complaints or requests for service should be directed toward the Account Manager if he is present. If AM is not present or available, District should reach out to the Supervisor or Team Lead who is on duty. This is one of the main reasons we proposed to schedule either a Supervisor or Team Lead to be on duty at any given time 24/7/365. The Supervisor or Team Lead on duty will ALWAYS have access to a cell phone, which the District should utilize to contact said individual.

c) What are the capabilities of the communications system to make reports, track incidents, and provide analysis?

CyCop is a fully integrated communications, reporting, tracking, and analysis tool. A detailed description is provided previously under 9 b); however, a hands on, complete demonstration of this tools capabilities can be provided to District as well.

d) How will technology be used to collect, access, and utilize activity data?

See previously described CyCop descriptions, noting specifically the reference to Activity Tracking and data collection. We often utilize this type of data to “heat map” areas of a contract where an abundance of activity occurs. This helps to determine where and when additional resources may be necessary.

11. References

- a) **Provide at least three contact names and contact information including phone and e-mail addresses for similar-sized BID contracts with other organizations, or, work with other businesses where outdoor Safe Team work has been performed. Additional references are welcome.**

DOWNTOWN CENTER BID

Brian Raboin | Vice President Operations
213-624-2425 | Braboin@downtownla.com

Customer Since: 2008

Hours per Week: 1,345

Safety team services include roving street patrols, homeless assistance, visitor direction and assistance, visible crime deterrence, assistance to LAPD, crowd control, support the safety needs of all stakeholders for the betterment of the District

FASHION DISTRICT BID

Randall Tampa | Director of Operations
213-741-2661 | rtampa@fashiondistrict.org

Customer Since: 2012

Hours per Week: 960

Safety team performs roving bike patrols, homeless assistance, visitor and patron direction, crime deterrence, assistance to LAPD, and assist all stakeholders for the benefit of the District.

DOWNTOWN DENVER PARTNERSHIP

Eugene Wade | Downtown Security Manager
303-571-8222 ewade@downtowndenver.com

Customer Since: 2016

Hours per week: 800

Allied Universal worked with our client to build their security program “from the ground up”. Our Denver team (utilizing their direct access to our national resources) created the initial program serving the 16th street mall.